

ENGLAND FAMILY L.L.C.
231 Derwood Circle
Rockville, Maryland 20850
Tel: 301-279-9386 Fax: 301-279-9443

December 30, 2003

Mr. Harvey Goodman
Goodman-Gable-Gould/Adjusters International
133 Rollins Avenue, Suite #1
Rockville, Maryland 20852

RE: Roof Collapse

I am writing this special letter to thank you for the splendid cooperation which you gave us in regard to our building at 241 Derwood Circle, Rockville, Maryland.

The collapse of the roof occurred after we had a 6" snow fall followed by a rain storm, which turned the 6 inches into ice, then a very heavy 24" snowfall on February 17, 2003.

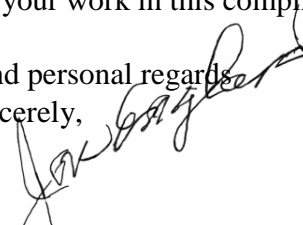
At this time the roof collapsed and the entire building was shut down by the Fire Department as a safety precaution.

The Tenant in this case was extremely uncooperative and blamed the disastrous collapse on the England Family L.L.C., for a defective roof.. Thanks to your excellent cooperation we found that the entire problem was caused by the snow, and all claims of the tenant were unfounded: your particular expertise in dealing with this matter was invaluable.

It is now almost a full year since the date of this collapse and we are finally able to complete our remodeling and deal with a new Tenant.

The writer dealt with your company in 1954 in connection with a fire and we would not hesitate to deal with you again and your excellent staff. We will wholeheartedly recommend your firm for your work in this complicated case.

Kind personal regards
Sincerely,



England Family L.L.C.
Jonathan S. England