



National Rehabilitation Hospital

NRH

Adding life to years ◦

October 16, 2002

Harvey M. Goodman
President
Goodman-Gable-Gould/Adjusters International
133 Rollins Avenue, Suite One
Rockville, Maryland 20852

Dear Harvey:

For sometime now, I have been meaning to write and thank you for the extraordinary service Goodman-Gable-Gould/Adjusters International provided our institution during our most trying of times. August 11, 2001, brought us a 100-year storm, which decimated approximately 50,000-square-feet of our institution. The flood destroyed a host of services on our ground floor including food service, finance, administration, medical records, engineering, environmental services, sterile processing and other important hospital departments. Interestingly, our patients never missed one meal, drug or therapy session during the onslaught of the flood. This is, in itself, remarkable when one considers that our hospital lost 25 percent of our entire building.

An event such as this is impossible to plan for, and the clean up and restoration seemed an insurmountable obstacle. Nowhere is it covered in the CEO's textbook how to deal with such a catastrophe. GGG/AI turned our misfortune into a blessing in disguise by serving as our advocate throughout the recovery. Harvey, your team was with us every step of the way, ensuring that \$18 million in damages was not \$18 million of loss. GGG/AI made sure that NRH remained financially stable through the nearly one year that it took to return to full operation.

A mere thank you doesn't seem adequate, though you should know that it is with heartfelt appreciation that our entire staff of nearly 1,000 people thanks you, Jim and the rest of your exemplary team, for a "job exquisitely well done". While we hope this never happens again, we do, indeed, know whom to call, should the need ever arise, again.

Sincerely,

Edward A. Eckenhoff
President and Chief Executive Officer

EAE/jr

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