



BY CHOICE HOTELS

July 9, 2004

Adjusters International
125 Wolf Road
Albany, NY 12205

Dear Darin,

I just wanted to take a moment and thank you for the outstanding service you, and everyone at Adjusters International, provided for us after our recent claim. This marked the second time we used your services and on both occasions your professionalism and expertise was more than we could have hoped for.

We greatly appreciated the fact that you kept us updated throughout the claims process and always made time to answer our questions. Dealing with insurance claims can be a confusing and lengthy process, but you handled everything efficiently and quickly.

Again, thank you for your help. Should we ever need your services in the future we'll be sure to call you.

Sincerely,

Lee Stevens
General Manager