



➤ Keith Rosenstiel
Environmental, Safety & Health Manager

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September 27, 2000

Mr. Harvey Goodman
Mr. Jim Harper
Adjusters International
133 Rollins Avenue
Suite One
Rockville, MD 20852

Dear Harvey and Jim:

On September 5, 1999, our Beltsville, Maryland, plating operation sustained a catastrophic fire. Our corporate office in Massachusetts quickly suggested that our division engage the services of your firm and fortunately we listened to their sage advice.

With your assistance we set out a strategic plan for recovery that included setting up a state of the art temporary plating facility, which later became permanent. During the claim process we encountered many situations where we had several directions available to us in our recovery process and in each situation you always laid out our options in a business like manner so that we understood the insurance implications of each decision. This allowed us to retain our semi-conductor and aircraft seal customers that are crucial to the profitability of this division. Clearly neither Factory Mutual nor AON took the time to understand as your firm did. It seemed as if they were trying to minimize their exposure without regard to our long-term prospects.

You were able to bring in experts to counter the insurance company experts, which leveled the playing field. Your evaluation of our damaged personal property and high-tech equipment was instrumental in our company achieving an excellent recovery.

The performance of your firm exceeded our expectations and your fee was tremendously modest in relation to the help that we received.

Best wishes in your future endeavors. Keep the insurance company on their toes and feel free to use me as a reference at any time.

Sincerely,

A handwritten signature in blue ink that reads 'Keith Rosenstiel'.

Keith Rosenstiel
Director Environmental Health and Safety,
Fire Recovery Project Manager

*PerkinElmer Fluid Sciences, formerly EG&G Engineered Products.
Belfab Bellows and Contract Assembly Products – Conturion Mechanical Seals – Missouri Metals fabrications
PressureScience Static Seals, Pneumatic Joints and Ducting – Wright Components Valves*