


WALTER

Mr. Anthony D'Amico
The Goodman-Gable-Gould Company
7400 Beaufont Springs Drive
Suite #300
Richmond, VA 23225-5519

Dear Tony:

I am writing to commend you and your associates for the valuable service you provided us at the time of our smoke loss. As you know, I was a little leery of seeking outside assistance in handling our claim, after all, the insurance company had so generously offered to send in "specialists" to help us. With the wisdom of hindsight, it is frightening to realize how truly disastrous the claim could have been if we had not sought your aid.

From your first visit to our plant through the final settlement, I was impressed by the expertise and professionalism of Goodman-Gable-Gould. Mr. Dick Lewis was helpful in assessing the impact of the smoke damage on our property. His prediction of latent damage to our computers was entirely accurate, our system did begin to fail within months. If it wasn't for him, we would have allowed the insurance company to clean the computers and we would have had to replace the system at our own expense within the year. Our savings from that single piece of advice paid your fees. Your experience, combined with Mr. Goodman's legal advice, was a valuable asset to us when the negotiations turned hostile. Although, our loss was an experience that I would never want to repeat, I would have no hesitation recommending your services to anyone who has suffered a loss.

Very truly yours,



Margaret Ann Faeth
Accounting Manager