

Professional Transmission & Converter Corp.



9562 River Road • Marcy, New York 13403
Phone: (315) 738-1412 • Fax: (315) 738-1467

July 29, 2005

Mr. Richard Smith
c/o Basloe, Levin, & Cuccaro/Adjusters Int.
126 Business Park Drive
Utica, NY 13502-6302

Dear Richard:

We would like to take this opportunity to thank you for the wonderful job you and your staff did on handling our claim for the fire loss.

Like most business owners, we never imagined that we would be going through such a catastrophe as the fire we had on February 14, 2004. I'm not sure words could describe our feelings after twenty-two years of hard work reduced to ash. We are very grateful that we had your professional group on our side when it came to handling our insurance claim. You and your staff did an excellent job handling the complexity of the business interruption claim and exhausting every avenue of our coverage. The service you provided is also impeccable. There was never a time when a phone call wasn't returned the same day, or a question fully answered. We don't believe our business would be doing as well as it is today if it had not been for your expertise.

Thank you again for doing such an excellent job for us.

Sincerely,

A handwritten signature in black ink, consisting of two names: "Richard Morris" and "Joe Giannotti", separated by a diagonal slash.

Richard Morris & Joe Giannotti
Professional Transmission & Converter Corp.