



Best Western  
Waterfront  
300 Retta Esplanade  
Punta Gorda, Florida 33950  
(941) 639-1165  
Fax (941) 639-8116  
For Reservations Call  
1-800-525-1022

September 30, 2005

Ethan A. Gross, JD  
Globe Midwest/Adjusters International  
25800 Northwestern Highway  
Suite 885  
Southfield, MI 48075

Ethan:

Thank you so much for all your help with our insurance claim. As you know, our Hotel was in the area of Punta Gorda that took the hardest hit from Hurricane Charley. After suffering such a tremendous amount of damage we were not sure how we could handle the monumental task of rebuilding. It was very reassuring to know that we could focus our efforts on getting our business back up and running while you, Michael Ledger and the rest of your team handle the detail work and complexities of our insurance claim. I was very impressed with the way that you and your associates took charge of the process. Clearly your experience in handling hurricane claims resulted in a much more favorable settlement than we could have hoped to achieve on our own.

Thank you for your hard work, persistence and professionalism.

Sincerely,

A handwritten signature in black ink, appearing to read "Ron Asmar", written in a cursive style.

Ron Asmar, Managing Member  
Best Western, Punta Gorda