

*Fieldcrest Apartments*

4132 Carmichael Road  
Montgomery, Alabama 36106  
(334) 277-0883  
(334) 272-2784

August 27, 1999

VIA FACSIMILE 310-231-9055

Mr. Barry Flax  
Goodman-Gable-Gould/Adjusters International  
133 Rollins Avenue, Suite One  
Rockville, Maryland 20852-4004

Re: Fire Loss Claim – Fieldcrest Apartments, Montgomery, Alabama

Dear Barry:

I would like to take this opportunity to express my sincere thanks to you and your staff for the expedient and professional manner in which our claim was handled.

Initially, I was skeptical about having a public adjuster handle our claim. My Investment Manager, Gloria Rice, assured me that it would be an equitable decision and that Pinnacle Realty Management had benefited from using your services. Not only was it a wise choice but it also relieved me from the burden of having to deal with the insurance company and the adjusters.

I was amazed at the thorough estimate your adjuster provided. I am sure an adjuster representing the insurance company would have left out many important details when compiling the estimate. Moreover, the amount of lost rent reimbursement exceeded my expectations.

In the future, I would not hesitate to use your company in the event of a loss. I would recommend your services to anyone in this situation. Thank you once again for all of your help.

Sincerely,



Christy E. Cupido  
Business Manager