

*Above
the
Crowd!*[®]



December 7, 2001

W. Richard Burr
Young Adjustment Company, Inc.
900 Lenmar Drive
Blue Bell, PA 19422

Re: Fire Loss 10/20/00

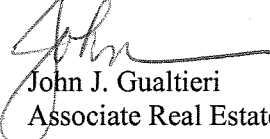
Dear Dick:

Now that my insurance claim is settled, I wanted to send a letter to you to express my gratitude for the **great** job that you and Young Adjustment Company did for my company. Needless to say, when a small business is literally "put out of business" because of a fire, it is almost impossible for the owner to think clearly, let alone deal with an insurance company (that usually wants to pay little toward the claim, and take as long as possible to even make a payment).

Your guidance and expertise were an invaluable asset to me, my company, and my family, and while I hope that we never experience another loss like this one, if it happens again you would be my second telephone call (the first one would be to my wife!).

Again, I offer my deepest gratitude for your outstanding service, and for the professional and compassionate manner in which you always treated me. I would not hesitate to refer you to others.

With the Warmest of Regards,


John J. Gualtieri
Associate Real Estate Broker

RE/MAX Action Realty

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