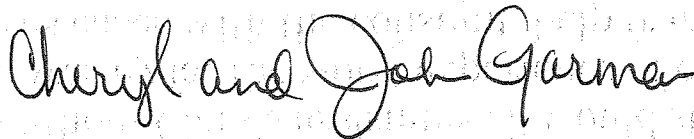


PINE KNOB INN  
PO BOX 295  
CANADENSIS PA 18325

Hi David,

This letter is to inform you of the wonderful job done by Clark Jones after the fire at the Pine Knob Inn. Clark arrived the day after the fire, and found us by asking around town as to where we were staying. We found Clark to be extremely helpful and efficient. We would have been lost without his expertise. The Great American Insurance company did everything they could to delay paying our claim. Without Clark's assistance, it would still be ongoing. It was by far the worst experience of our lives, but the trauma was eased with the constant help from Clark. We are also deeply thankful for the expertise provided by the Young and Company support staff. Clark and your staff were with us every step of the extremely long and arduous path to settlement. A fire is something we would not wish on anyone, but if we ever knew anyone with the misfortune to be in that situation, we would certainly recommend Clark Jones and Young Adjustment Company. Please feel free to use us as a reference.  
**THANK YOU FOR ALL YOUR HELP**

Regards



Cheryl and John Garman