

# CONCRETE SAFETY SYSTEMS

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H. Moffette Tharpe, Jr.  
President

March 24, 1998

Mr. David Horowitz  
Vice President  
Young Adjustment Company, Inc.  
121 South Independence Mall East  
Philadelphia, PA 19106-2412

Dear David:

I am writing this letter to express my thanks to you and your organization for the professional and efficient manner with which you handled our claim following the devastating plant fire we had on New Year's Eve, December 31, 1996.

Had it not been for the work of you and Richard Burr of your organization, we would be still sorting out our insurance claim and trying to get our manufacturing plant back into operation.

It all began when you arrived unannounced, but very professionally, at our plant about 10:00 AM on New Year's Day, offering your assistance. The next day, following your assessment of our insurance coverage and what you could do to help, we knew we were in good hands.

Within a matter of days of engaging your services, your team had assembled all the pertinent information, contacted the insurance company, arranged an interim payout, and began assembling the formal claim. Because you made the claim "painless" for us, we were able to concentrate fully on getting our plant back into operation within our targeted goal of 30 days. Many thought that goal was unachievable—but we made it!

We were totally and completely satisfied with the job you did for us and recommend you highly to any other company facing a disastrous situation. Thanks again for all you did for us.

Sincerely,

