

8/26/02

Dear Mr. Tutwiler,

Lester and I would like to thank you and your Company for helping us settle our claim with Liberty Mutual Ins. Co. We both know if we hadn't hired your Company we would never have been satisfied.

We would also like to take this opportunity to tell you how pleased we were with Michael Platts assistance he was extremely professional and courteous. He was also a helpful source of information and guidance. I'm sure having Michael working for your Company is an asset. His professionalism and ability to listen and respond to our personal needs has been gratifying and helpful. His professionalism is a rarer attribute and commendable in this day and age.

Sincerely,

Lester & Florence Kish