



T. VAN MAGERS

[REDACTED]
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April 23, 1993

Charles R. Tutwiler & Associates, Inc.
5401 West Kennedy Boulevard, Suite 777
Tampa, Florida 33609-2467

Dear Dick,

This is to confirm that a check was hand-delivered to your office on April 10, 2003, in payment of your commission on the final reimbursement received from my insurance company.

I also want to take this opportunity thank you and Keith Grams for your conscientious work in helping me recover from the disastrous loss I suffered February 4, 2001. When the loss occurred, I had hoped I would be able to rely on my insurance carrier to help me through the recovery process. After weeks of discussion with my company's adjuster, I saw little commitment from him or from the insurer, and almost no action or written communication on their part, and I realized that I needed professional assistance to resolve the claim. As soon as you entered the process, the attitude of my insurer seemed to change.

Even with your help, it took more than a year for the insurance company to agree to the final scope for remediation and repair, and several more months for the final payments to be made. I cannot imagine how much longer it might have taken, or how much less satisfactory the process might have been, if I had not been able to rely on your experience and expertise.

Thank you again for your assistance. You helped make a difficult time much more tolerable.

Very truly yours,