



Cannace Funeral Home, Inc.

932 South Street • Utica, New York 13501
Phone 315-724-6714

May 17, 2000

Basloe, Levin & Cuccaro, Ltd./Adjusters International
126 Business Park Drive
Postal Box 179
Utica, New York 13503-0179


Dear Richard Smith:

In the aftermath of the fire which damaged our facility and forced us to temporarily conduct our services at an alternate location, we were grateful for your competent and efficient assistance in handling all aspects of our insurance claim: damage, loss, interruption of services, etc.

As mediator between our business and the insurance company's adjusters, you proved to be highly skilled and very effective negotiators who promoted and protected our interests with conscientious effort, determined resolution, and knowledgeable expertise, ultimately gaining for us a settlement that was well worth the cost of your services. Furthermore, you were able to accomplish your purpose—really, our purpose—with a minimal involvement on our part. As a result, we feel that we received a value not only in terms of the final settlement which you arranged, but also because we did not have to devote many of our own personnel-hours to accomplish that settlement—and then, of course, there's the very worthwhile bonus of not having to worry or even think about the situation because we had placed it in your very capable hands.

Once again, we extend our thanks and our appreciation for the excellent and worthwhile service which you provided for us. I would highly recommend your firm to prospective clients.

Yours truly,



Nancy L. Eannace