



The Urban Group

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November 16, 1999

Adjusters International
125 Wolf Road, Suite 408-C
Albany, NY 12205

Re: Marina at Lighthouse Point, Inc. / Wind Damage
Our File No. 0709.026

To Whom It May Concern:

I wish to express our appreciation at the way you handled the wind damage claim at our Lighthouse Point Marina. We have had claims prosecuted at other properties that we own over the years and, as a result, generally knew what to expect.

However, quite frankly, the level of your service and dedication went far beyond our expectations. As you may recall, there were several times along the way when we were willing to settle for less than you thought we were entitled to and you convinced us to persevere.

We did and got a much better result than we had expected or were prepared to take.

We very much look forward to working with you again.

Best regards.

Sincerely,

Arthur B. Malman

ABM:smh

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