



**ROYAL CHRYSLER ONEONTA, INC.**



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Basloe, Levin & Cuccaro, Ltd.  
Adjusters International  
126 Business Park Drive  
Utica, NY 13502  
Attn: Mr. Richard Smith

April 3, 2006

**RE: Settlement of fire loss case with Erie & Niagara ins.**

Dear Richard,

Just wanted to say that you and your fellow employees are very professional, warm and personal. You all took a sincere interest in our loss and in us, and I believe that it paid off in the end.

Not to mention how patient you all were with the process and additional time it took to settle the case.

I would highly recommend your company (and I have) to anyone in need of your services. We; Stanton Drazen, Mary Jo and myself; felt that you and your staff are of the highest caliber of professionalism and know just exactly what you're doing.

While I can't say that I would ever want to go through that kind of loss again, it is certainly good to know that you are there for the asking to help make a nearly unbearable situation most bearable!

If ever I may assist you or your fine company, please do not hesitate to get in touch with me at your earliest convenience.

Sincerely,  
Royal Chrysler of Oneonta

  
S.K. Harris  
President

Pc SMD, Master File

FIVE STAR AWARD OF EXCELLENCE