

*James & Gwendylon Powell LLC.  
DBA Oonas Restaurant*

*Oonas Restaurant  
15 Rockingham Street  
Bellows Falls Vt. 05101-1314*

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February 22, 2007

Basloe, Levin & Cuccaro/Adjusters International  
125 Wolf Road  
Albany, NY 12205

Dear Sirs:

I want to send you this letter to convey our appreciation and deepest thanks on your help with the claim on our restaurant. Your company has been so helpful dealing with an insurance company that was very difficult to work with in the beginning. Your expertise and on going concern for us as people and not just another client is above what is expected of any company. We continue to be amazed by your relentless pursuit for our best interest and not just concerned with settling with the insurance company and moving on to the next client. The only thing that surpasses your knowledge of insurance issues and the genuine concern your employees have for us as individuals.

They have spent a great deal of time making sure everything that is covered by our policy is included in our claim. The littlest things the average person would not possibly think of was brought to our attention and included in our claim. The people that have work on our claim are extremely kind and professional. After we have had a most devastating event take place in our lives your firm has stood by our side throughout the entire time. We have been informed of every thing as it has transpired, and advised us as to what would be in our best interest.

Once we had our personal adjuster on our claim he has taken care of the many different issues involved in an insurance claim. He worked with the many different people within your company that are experts in many different areas. Once all the information was gathered he put together everything and worked with our insurance company to make sure we have been completely covered by our policy. The time our adjuster worked on our case was above what anyone could possibly hope for. No matter the hour of the day he was always available. Anyone that tried to make our claim difficult had to go through our adjusters first. We would like to thank your firm for intervening on our behalf.

We would like to give a very special thanks to John Bonfiglioli for all his help with our claim. He is the kind of person anyone would want represent them. He has made sure we were always taken care of and is very professional. He is also a very kind and candid person. We are honored to consider him a friend as well. We hope to never deal with anything like this ever again, however we would never go through anything like this without the representation of your firm. We also want to thank Mr. Dave Ostrom for his help in introducing us to your firm. Thank you again for everything you have helped us through.

Very truly yours,

*Gwendylon Powell*  
Gwen and Jim Powell

*James D Powell*