



Hasmukh K. Patel
Hampton Inn-Midwest City
1833 Center Drive
Midwest City, OK 73110

June 11, 2001

Dear Mr. Solomon,

When my hotel was severely damaged, the first thing I did was to call my father-in-law, Bhulabhai Patel in Sacramento and ask him what to do. After all, he'd had damage at his properties before and surely he'd know. He told me that the first thing I should do was to call you. I did and it was the best call that I made. Your team, which included you, Gary Grant, and Arnie Abramson, were terrific. You handled my claim quickly and efficiently. You were there when I needed you...for every meeting. And you were there at the other end of the phone when I had questions. Although at first I had concerns about your office being far away, you assured me that I would never know the difference. You were right. You might as well have had your office a few blocks away. You carefully prepared the scope of loss, prepared our rents claim, and negotiated each of them to our absolute satisfaction. There is no way that we would have received the settlement we did without your help.

My advice to anyone else who has a loss...let the professionals, Adjusters International, handle the claim.

Very truly yours,

A handwritten signature in cursive script that reads "Patel Hasmukh K.".

Hasmukh K. Patel