



ENTERPRISES, INC.

Mr. Stewart M. Shipper

Associated Adjusters, Inc.

6960 Orchard Lake Road, Suite 304
West Bloomfield, Mi 48322

September 15, 1992

Dear Mr. Shipper:

We at SCP Enterprises, Inc. would like to thank you for the professional and thorough job you did for us regarding our Business Interruption Claim resolution with American States Insurance Companies. The original value placed on our calamity by American States was based on incomplete information, and poorly analyzed. Our fire of March 27, 1991 caused serious restart problems with our operations. The frustration of not being able to quickly settle our Business Interruption claim dragged out the rehabilitation process for over 10 months.

Your analysis of our operations, books, financial history and growth patterns was far superior to that offered by the insurer. You are well qualified, as measured by the in-depth investigation, analytical processing and ultimate financial award to SCP. Such results are required in a timely manner. We would recommend your services to anyone trying to settle a claim most expeditiously for resolution of insurance claims. Your professional manner and integrity are your most positive attributes.

Thank you again for helping us when we needed it the most.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Arnold Proehl', is written over a horizontal line.

Arnold Proehl
Vice President, Research and Development