



August 22, 1997

Mr. Earl Shipper, President
ASSOCIATED ADJUSTERS, INC.
6960 Orchard Lake Road
Suite 304
West Bloomfield, MI 48322-4527

RE: Fire Loss - April 3, 1997
Wendy's - Pierson Road

Dear Earl,

Please accept our sincere appreciation for the service you and your company provided to RCM/Wendy's during the restoration from our recent fire loss.

Having never experienced such a tremendous commercial loss, it was encouraging to have the support of a seasoned recovery agent. I appreciate your knowledge, skill and professional manner while working with us and with the insurance representative in recovering the monies for the building, contents and business interruption.

If you desire, I would certainly recommend Associated Adjusters, Inc. in another loss case. Please call me if I can help you.

Respectfully,

Thomas M. Charters

Thomas M. Charters
President
Restaurant Concept Management, Inc.