



Compass Bank

5055 Bayou Boulevard
Pensacola, Florida 32503
www.compassweb.com

J. Nelson Bradshaw
City President

May 18, 2005

Mr. Michael Reiter
Director
Young Adjustment Company
900 Lenmar Drive
Blue Bell, PA 19422

Dear Michael:

Wanted to send you a note to tell you how much I appreciated what you and your staff did in assisting me with my insurance claim in connection with Hurricane Ivan. The ultimate result was that we probably received double the settlement we would have received without your company's expertise. I certainly did not have the knowledge or time to put together such a detailed and well-presented claim. I mentioned to you early on in the process that my concern was that our claim was not going to be large enough to warrant a satisfactory level of service from a company like yours that is used to handling much larger claims. Thankfully, my concerns were unfounded, as your company was always responsive to any concerns I had and diligently worked the claim through to resolution.

Thanks for all you did for my family and know that I would feel very confident referring you to any of my commercial clients.

Sincerely,

A handwritten signature in black ink that reads "Nelson Bradshaw". The signature is fluid and cursive, with a long horizontal stroke at the end.

Nelson Bradshaw