

Continental



Continental Airlines, Inc.
Ground Safety & Risk Management
2929 Allen Parkway
Suite 1562
Houston TX 77019

December 4, 1998

Mr. Gordon Scott
Vice President, Marketing
Adjusters International
3600 Wilshire Boulevard, Suite 300
Los Angeles, California 90010

RE: LETTER OF RECOMMENDATION

Dear Gordon:

It is with utmost pleasure that I recommend Paul Migdal and Sandy Cho of Adjusters International.

Paul and Sandy assisted Continental Airlines, Inc. for several months on a business interruption claim. The claim was quite intricate for it involved a hub station that had been damaged by a typhoon.

I found Paul and Sandy to be professional and easy to work with. They exhibited experience in the claims process and provided Continental with the tools needed to finalize the claim. I appreciate their service to Continental, and it has been a pleasure working with them.

Sincerely,

A handwritten signature in cursive script that reads "Monica Ho".

Monica Ho
Manager, Property & Casualty Insurance
Risk Management
Continental Airlines, Inc.

Cc: Paul Migdal
Sandy Cho



GROUND SAFETY &
RISK MANAGEMENT