

NITZE-STAGEN & CO., INC.

STARBUCKS CENTER  
2401 Utah Avenue South, Suite 305  
Seattle, Washington 98134

January 21, 2003

Adjusters International  
305 East Pine Street  
Seattle, WA 98122

RE: Starbucks Center  
Seattle, WA

Dear Drew:

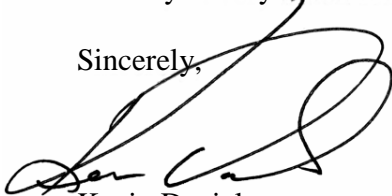
On February 28, 2001, our building suffered extensive damage from the Nisqually Earthquake causing the immediate loss of business income as well as the physical damage to the property. We hired your firm in March of that year and you have advised us on all aspects of our potential insurance claim for nearly two years.

We greatly appreciate your professionalism, knowledge, and experience that have assisted us in the preparation of the claim and through our recent negotiations with the insurance carriers. It is clear to us that without your involvement we would not have received the "fair" settlement that was concluded in December. The team you assembled brought extensive experience to the table during a time when it was critical. Without this experience, we would not have been able to make it through the catastrophe in the manner we did.

I would never hope for a similar situation, but if misfortune struck us again, we would not hesitate in hiring your firm to assist us prepare and negotiate the insurance claim.

Thank you very much for your assistance on this matter.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kevin Daniels', written over a white background.

Kevin Daniels  
President