

Jerry H. & Ann L. White  
824 N. Robinson Avenue  
Moore, OK 73170  
November 2, 2000

Mr. Harvey Lewis  
Lewis & Associates  
6116 NW 63<sup>rd</sup> Street  
Oklahoma City, OK 73132

Dear Harvey:

As we go through the hustle and bustle of our lives we often fail to stop and say a heartfelt "Thank You" to people with whom we've enjoyed a pleasant professional relationship, this time I'm going to make sure that that doesn't happen.

When we first contacted you to assist us in our dealings with our homeowner's insurance carrier we did so with some trepidation. I was concerned that bringing in an outsider, so to speak, and injecting them into the negotiations could have some real negative impact on my efforts to obtain what I thought was a fair and equitable settlement for my property damage caused by the May 99 tornado in Moore. I could not have been more mistaken.

It was obvious to me from the beginning that you were a professional who knew what was required and how to get it done. It also became immediately clear to me that you were a professional who was afforded considerable respect by my insurance carrier, and one whose opinion carried considerable weight in the negotiations phase of the settlement. When we entered into contracted agreement I had been trying to obtain a fair settlement for over seven months, you went to work and completed the task, in my favor I might add, in less than 90 days. Now I call that accomplishing your tasks.

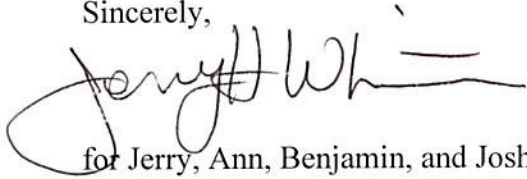
Harvey, in addition to the items mentioned above there were a number of positive things about our dealings that I really enjoyed and appreciated. Please allow me to outline some those for you:

- ✓ Ease of contact. You were always available, or at least made yourself available, and you never failed to respond to a message from me.
- ✓ Punctuality. If I had to take time away from the office to meet with you or your representative you were there when you said you would be, and you finished your work in the allotted time so that I could return to work.
- ✓ Billing and accounting. When you presented my with you invoice there was no question concerning its accuracy. You and your staff had documented the charges very clearly and provided more that adequate documentation to support those charges.

- ✓ Openness and fairness. When we first met to discuss this matter you were very matter-of-fact with us, made no false promises, but you did encourage us to remain positive and to stay the course. You presented us with a schedule of your fees, provided us with a very fair and comprehensive contract and then proceeded to represent us in a very professional manner.
- ✓ Patience. Now this may not sound like a really big thing but it can be. When you're dealing with two generally uninformed homeowners who are worried about the future value of their home patience and understanding can be a really big thing. You took the time to explain what, why, how much, when, where, and who. This was greatly appreciated.

All in all Harvey you were open, honest, fair, understanding, and most of all productive. And I just want to pass along a true "Thank You" from my family and me.

Sincerely,

A handwritten signature in black ink, appearing to read "Jerry White". The signature is written in a cursive style with a large initial "J" and a horizontal line at the end.

for Jerry, Ann, Benjamin, and Josh White