

Wednesday, September 22, 1999



Mr. Allen Gross  
Globe Midwest/Adjusters International  
25800 Northwestern Highway, Suite 885  
Southfield, MI 48075

Via Facsimile: 248/354-0193

Dear Allen:

On behalf of Norman Corporation I would like to take this moment and express our appreciation to you for your assistance in your efforts to resolve our claim with Travelers Insurance Company.

As you know, large insurers are quite clever and in this case Travelers early on unfurled behavior that was aimed at forcing us to settle for an amount far below that which the loss was valued at.

Your negotiation with Travelers and your knowledge of the cabalistic pathways of settlement protocol were vital ingredients in arriving at an agreement. You helped to level the playing field on our behalf.

Accordingly, we wish to express our appreciation to you for your efforts on our behalf.

Sincerely,

Timothy Sullivan  
Director Of Development  
**NORMAN CORPORATION**

cc: Stanley Firkser, President  
Lester Weissman, Vice President  
Barb Knepp, Distribution Center

ts/ms