

**HEAT TREATING SERVICES**  
**HEAT TREATING SERVICES**  
CORPORATION OF AMERICA

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

Dear Mr. Gross:

On behalf of Heat Treating Services Corporation of America I want to thank you for the terrific job that you did handling our insurance claim. After our largest furnace was nearly destroyed by fire our company had to react immediately. Our first priority, of course, was to our customers. All of our efforts had to go into trying to meet production and repairing our furnace. Our key employees were in crisis response mode and we could not risk pulling them off of those tasks to work on the insurance claim.

Dealing with the numerous meetings, and site visits which usually include several adjusters and technical consultants from the insurance company would have placed a tremendous burden on me and my staff. Knowing you were there advocating on our behalf at those meetings was invaluable to our piece of mind and productivity.

Your knowledge, experience and professionalism in handling the claim allowed my employees to continue performing their jobs and I am pleased to say that we did not lose one customer. Your guidance on all aspects of our claim enabled us to both mitigate our damages and still achieve an outstanding settlement with our insurance carrier.

I know that we would not have got our business back up and running and achieved the positive settlement results we did without your leadership and expertise. Thank you again for your help and please do not hesitate to use me as a reference. I will highly recommend you to anyone that has had a fire.

Sincerely,



Stephen R. Hynes,  
President

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