

# GARDNER-WHITE

## FURNITURE

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December 30, 2010

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

Re: Gardner White Warehouse Fire

Dear Ethan,

I am writing this letter to thank you for all of your help with our recent fire loss. Over the years you and your team have always been a tremendous help on all of our insurance claims. When I was notified of a fire in our warehouse I knew I had to get you involved immediately. Even though it was 4:00 a.m. you took my call and met me at the warehouse within an hour. At first I was not sure if I should bother you so early but I am glad I did. While the damage was significant, you immediately created a plan that ultimately resulted in us meeting our delivery schedule and maintaining our sales.

Your experience and knowledge of the retail furniture business combined with your expertise in handling insurance claims resulted in another favorable outcome for my company. Without your quick response and leadership the impact from this fire on our business could have been devastating.

Thank you again, for your quick response and thoughtful guidance. I would strongly recommend that anyone that has suffered a loss to their property hire your firm. Thank you again for all of your help.

Sincerely,

*Steve Tronstein*

Steve Tronstein  
President, Gardner-White Furniture  
SS/mb

Where style meets value, *beautifully.*