



June 14, 1999

To Whom It May Concern:

When our firm recently experienced a fire at one of our locations, we had smoke damage that was palpable, and would clearly adversely impact our efforts to solicit purchases from guests in our showroom. However, we did not have the resources, most especially time, to devote to a prolonged wrestling match with agents of our insurance company. We apprehensively imagined a lengthy and tedious process to fight for the kind of restoration of property we needed, and in the meantime, our customers would have to suffer. We decided to contact "a professional", and selected Jansen & Company. We were delighted and amazed with the results. More essentially, our property was restored, and our customers and our company will benefit. I would mark three characteristics of this experience: speed, tenacity, and results.

Speed: After we contacted Jansen & Company, they were in our offices in Grand Prairie, a suburb of Dallas, quicker than most folks could have driven from Dallas, and they were out of Houston! And first impressions are important, because Jansen & Company was just as quick, and just as responsive, throughout the entire claim process. They knew that we wanted to work from early until late, seven days a week, and they were right there with us. Any questions or requests we had were immediately addressed.

Tenacity: It was very important that someone work for us aggressively to address our needs, and that those individuals push hard against every limit and every restraint, but still moderate themselves with professionalism. I think Jansen & Company achieved this aspect of negotiation; they certainly helped us think of so many areas to address, and to quantify, and to pursue, so that each part of our claim had greater strength and accuracy.

Results: A classic case of 'under-promise and over-deliver'. Jansen & Company promised us point-by-point what they could do as our representative. And then, point-by-point, they exceeded their commitment and our objectives. As a business manager, that is the ultimate test of success on a project--that the results translate to 'the bottom line'.

Sincerely,

Leon J. Levitz
Executive Office
The RoomStore