YORK® INTERNATIONAL
CORPORATION

March 21, 2001

Mr. Harvey M. Goodman, SPPA
Mr. Tony J. D'Amico, SPPA
Mr. Hayes Walker, CPA
Goodman-Gable-Gould/Adjusters International
133 Rollins Avenue, Suite 1
Rockville, MD 20852

Gentlemen:

On February 2nd 1998 at 11:40 p.m., a blast occurred at our Grantley manufacturing facility in York, Pennsylvania, causing substantial destruction. We immediately recognized that we needed professional assistance with the claim process. On the basis of your professional references, experience and your professional and innovative assistance involving an incident for our Frick division over a decade prior, we quickly decided to retain Adjusters International as our representative.

Emergency repairs were initiated the day after the explosion. Within hours of retaining your firm your staff of construction consultants were on site to help us quantify the extent of the damage and coordinate agreement of the emergency measures underway with our insurer. You also assisted us in documenting the process and measuring the damages to assist in the claim valuation when needed. This included preparing a very detailed building estimate that carefully measured the remainder of our damages.

Most of the equipment and machinery at the damaged site was thought to be still operational. You successfully negotiated generous repair and cleaning allowances for the machinery that was exposed to the effects of the explosion and weather to reduce and eliminate the risk of potential future problems such as corrosion and keep manufacturer's warranties intact.

Our loss was certainly not easy to measure. The claim was complicated by our desire to remain in production during the repair process and to expedite the rebuilding. Change to the construction of the roof, sacrificing the concrete floor during the demolition phase in order to expedite reconstruction, and other building improvements further complicated the claim.

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Our business interruption loss also proved to be extremely difficult to quantify. Although we completed most of the orders we had on the books at the time of the explosion, we suffered from reduced capacity and a substantial loss of opportunity. Our historic margins were eroded by inefficiencies due to working in a damaged facility. Through a thorough review of our operations and financial claim, your team of internal forensic accountants successfully identified and demonstrated this loss by developing a model that measured and supported that loss of opportunity and allowed us to recover appropriately. Your work allowed for measurement and compensation for our true cost of our loss of income.

In addition, while working through the complexities of the Grantely claim, our operations were interrupted at our compressor plant in Bristol, Virginia, due to an ice storm. Your firm was again enlisted immediately to assist us and as anticipated your efforts were professional and much appreciated and the subsequent results in Virginia were most satisfactory.

York International truly appreciates all of your efforts on these matters. Your expert interpretation of the policy language to identify the available coverage and ensure all covered aspects of the loss were investigated and made part of the claim if appropriate. Your personnel dealt professionally with the insurance company and their plethora of hired experts, which clearly helped to secure settlement that was fair for all involved.

Many thanks to Goodman-Gable-Gould/Adjusters International for excellent work on behalf of York International.

Very truly yours,

Wayne M. Naylor
Assistant Treasurer and
Director of Risk Management

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