

March 15, 2000

Karl L. Denison  
Goodman-Gable-Gould/Adjusters International  
133 Rollins Avenue  
Suite One  
Rockville, MD 20852

Dear Karl:

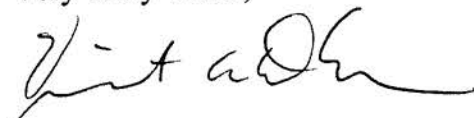
On behalf of EMS Technologies, Inc., I thank you and your associates for helping bring our insurance claim to a fair and equitable conclusion. When our facilities were damaged by a tornado, we knew that our job was getting back to our business, and realized that the matter of preparing, filing and negotiating a claim of this magnitude with our insurer was going to be a monumental task. Thanks to your affiliation with our accountants, KPMG, we were introduced to the value that your firm provides in such circumstances. Now that the claim has been settled, I am convinced that the value we received from you was as you promised.

As a result of the tornado, we experienced significant damage to our buildings, equipment and furniture. Karl, you and your associates assisted in the compilation and valuation of every damaged shingle and chair, and therefore, we were able to provide the insurer with documentation sufficient to support our property claim. Our greatest concern, however, was that of the disruption to our business. Although we were shut down for only a few days, the impact of staff relocation, lack of resources, and countless other issues was felt in our revenues and profits. Your business interruption experts Anthony D'Amico and Louis Stewart provided exemplary service to us in dealing with a very complicated business interruption claim. We could never have accomplished this on our own. These experts brought us their knowledge of the insurance industry, experience with many types of business interruption claims, and a solid accounting background which ultimately led to an equitable settlement of our loss.

Throughout the recovery and claim process, you and your staff maintained a pleasant and professional attitude. Your interaction with the insurer and its consultants was always constructive and I felt reassured in your representation of me and my company's interests.

This short letter cannot possibly address all of the points I would like to make on your behalf, but hope that I have given you some perspective of the value you provided. In the unfortunate event of another loss, I would immediately call on you again. I would be happy to discuss the benefits you provided to us with any prospective client of yours, and wish you continued success.

Very Truly Yours,



Vincent A. DiMeo  
Manager, Financial Systems and Controls