

# HARVARD UNIVERSITY

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Diane Swerling, Paul Winnick, James Harlor  
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36 Washington St.,  
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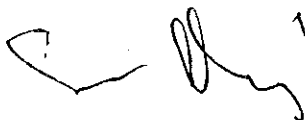
Dear Diane, Paul, and Jim,

I write to thank you for your fantastic work in getting us through our Year of the Lightning Strike. As my wife Susan and I think of it now, it was a work of wonder on your part. Our home was devastated, we spent several months in hotel suites before we could find a temporary home, we had no reserve funds for such a disaster, and we had a young son and our jobs to attend to. And neither of us was savvy about issues of construction and finance. Quite the contrary: we had little experience and less competence in all business matters. What you did was to get us through it all with a minimum of discomfort and anxiety. From the start Paul was reassuring and got everything in process. He told us that first night that you would guide us through the complications of reimbursement and resettlement -- and that you would shield us from unnecessary worry and stress -- and that's exactly what happened. Jim got us all necessary funds for the construction; he was always prompt and friendly, and totally reliable at every stage. Diane was incredibly patient in explaining all aspects of retrieving our losses, including hundreds of details of household items, and thoroughly adept at getting what was coming to us. It was a year-long process involving what for us were enormous sums of money. I cannot tell you how grateful we are that we had you to take care of things -- how much we appreciate your constant personal support, help, and patience, and your extraordinary professional expertise. Thanks to you, we are now back in a renovated home that is far more valuable (and beautiful) than the home we had before July 28, 2006.

I hope this letter conveys our deep and abiding gratitude.



Sacvan Bercovitch



Susan Mizruchi