

9th June 2010

INSIGHT ADVICE LTD.

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To Whom It May Concern,

On 22nd August 2009, a fire broke out from our adjoining sister company but did not spread over to our side. However, the next day we saw all our machinery comprising mainly the CNC milling, grinding and lathe machines heavily rusted especially on unprotected steel parts such as ball screw and spindle wheel. These parts are critical components of any CNC machine.

While we were concerned that all our CNC machines may be unable to maintain the precision performance following the fire accident, they looked physically fine after cleaning. We became uncertain whether our concern carried any weight.

This was what we were happy to have engaged Insight Advice Ltd to handle our insurance claim. While the Insurers' loss adjuster and its machine recovery expert tended to ignore the impact of rusting and treated the damage as something easily repairable, the Insight Advice team – Mr. Sompong Virakananon, Mr. Joram Hirsch and Mr. Poranai Jettananon took our concern seriously.

They soon put themselves in our shoes and looked at our concern from our point of view. They started to bring up such issues as loss of intended use, loss of otherwise usable life of a machine, loss in productivity and increase in rejected work, all of which were potentially consequential upon rusting. While Insight Advice team surely believed that we were potentially suffering from all these losses, they brought to our attention one of the hardest issue in our claim that was the onus of proof was on our burden. Like in any insurance policy, the policyholders must prove their claims. There is no mercy if they failed, period.

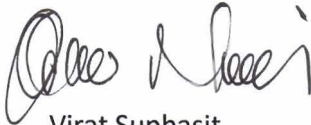
Insight Advice team while soliciting the repair quotations from our machinery vendors which focused mainly on replacement of rusted parts instead of a repair, they also worked closely with them to formulate accounts of engineering opinions employing the vast experiences from each of them in order to support our claims. More over Insight Advice also reached out to their own resources of independent professionals in different disciplines. In our case, a professor experienced in CNC machinery was called in to assess the merit of our potential losses. His study was executed timely and we were able to file his report to support our claims when the machine recovery expert retained by the Insurers-appointed loss adjuster were arguing on the merit and the extent of the said losses and were disagreeing on the proposed replacement of parts which was supposed to significantly increase the overall repair bill.

To make the long story short, in the end Insight Advice got our claims paid up to Baht 70 Million as against our anticipation of Baht 40 Million, far beyond we thought possible had we chosen to do it ourselves.

We are not only happy with the services of Insight Advice team, but we have found working with them a pleasant experience, especially at the time most difficult to all of us. They are very knowledgeable and professional in what they do. Hiring them to handle our claims proves to be one of the best returns on investment.

We have the pleasure to recommend Insight Advice Ltd to anyone whose future is threatened by the merit of the claims settlement.

Sincerely yours,



Virat Suphasit
President



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