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NOV 29 2001

November 26, 2001

Edmund Provder  
Occupational Assessment Services, Inc.  
15 Warren Street, Suite 28  
Hackensack, New jersey 07601

Re: **Kathleen Ryan vs. United Crane Rental**

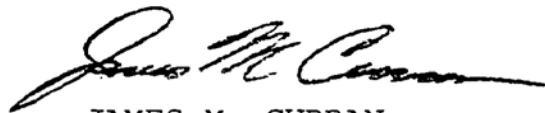
Dear Mr. Provder:

Thank you very much for sending me the report on Kathleen Ryan so quickly. As you know, the defense requested a mediation on short notice. Your report was instrumental in the case ultimately settling for \$725,000.00. The initial offer was \$250,000.00 at 9:00 A.M. I received your report via FAX at 10:00 A.M. By 4:30 P.M. the case had settled. After the case settled the defense attorney told me that your report and analysis changed the complexion of the case and was a major factor in the ultimate settlement.

Thank you again for your involvement in this case. Your professionalism and expertise are unparalleled.

Very truly yours,

HEILMAN & CURRAN, P.C.



JAMES M. CURRAN