

I haven't had a lot of
time for reading, but I have
done a little. I will
return your books, but please
let me know if you need
something specifically and I'll
get it right to you.

Again - Thanks - and
hope we get a chance to meet
again.

Best Regards

Maureen & Joel

Dear Anne Marie,

Hope things are good with
you and not too hectic.

I wanted to say Thank You
to you for all your help and
support. It isn't all over for
us but hopefully we'll have
a new home and a new start
soon.

You really helped us get
through those first few very messy
months and of course we'd never
have gotten the inventory done
without you.



66 POTRERO AVE., SAN FRANCISCO, CA 94103 • (415) 626-7844 FAX 626-7865

February 26, 1996

The Greenspan Company
400 Oyster Point Blvd., Suite 519
So. San Francisco, CA 94080
Attn.: David Verbitz

Dear David,

There are many times in life that good efforts by people are seldom recognized. Maureen, the girls and I could not allow such a great performance of duties to go unrecorded.

After our house and all its possessions were destroyed in this summer's fire, having you and your team represent us in our insurance claim was a decision of monumental importance to our family. Your efforts handling all the aspects involving inventory recovery and valuation, emergency construction and repair, replacement valuation, and negotiations with our carrier were tremendous. David, you proved beyond any shadow of doubt, that had we not contracted for The Greenspan Company's invaluable service, we would have lost an enormous sum of money, time and energy.

Again, can you please accept our gratitude for all your professional service and guidance during some very rough times and extended negotiations.

Sincerely,

A handwritten signature in dark ink, appearing to read "Joel Feldman", with a long, sweeping horizontal line extending to the right.

Joel Feldman
Executive Vice President