

**Mr. & Mrs. Michael G. McLelan**  
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**Corralitos, CA 95076-0144**  
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April 30, 2004

The Crossspan Company  
Attention: Ken Crown  
Two North Second Street  
Suite 1215  
San Jose, CA 95113

Dear Ken,

My wife and I would like to take this opportunity to thank you for wonderful job you performed in settling the property loss to our cottage. When the fire initially occurred, we assumed we had very little building coverage for our guest cottage and the thought of being able to collect for all the personal property that had accumulated over the years did not necessarily cross our mind. The fact that there were no remnants left of the cottage and personal property would have made this task next to impossible had we tried to deal with this loss ourselves. However, you made this process all seem so easy for us.

You and your associates were able to assist us in recreating all the personal property that was in the cottage as well as being stored underneath. Who would have thought that we had so much personal property in an 800 square foot cottage! Your ability to reverse State Farm's 75% depreciation trend to a more reasonable 35% trend secured us monies that we never had planned on receiving. Lastly, your ability to review our building coverage(s) and secure additional areas of coverage that we never realized we had, allowed us to collect a lot more dollars that we would not have received. It certainly pays to have a professional like you on our side. Please feel free to have any perspective client give us a call with respect to your services.

Sincerely,



Michael McLelan  
Senior Vice President  
PowerNet Global Communications