POWELL ELECTRIC

Electric Contractors

September 12, 1997

Mr. William Rake, President
The Greenspan Company
3600 Wilshire Boulevard # 300
Los Angeles, CA 90010

Re: 2 Earthquake Losses from 1-17-94 Northridge Earthquake

Dear Mr. Rake:

When the earthquake hit on January 17, 1994, we sustained tremendous damage at our residence in Woodland Hills, and also sustained damage to our rental duplex in Hollywood. I knew I had a major problem on my hands so I contacted Arnie Abramson of your company to take care of the claims.

We had initially tried to resolve our claims on our own but were met with a great amount of resistance from Fireman's Fund on our residence and similar resistance from Allstate on the duplex. We finally realized that we were not equal to the task and hired The Greenspan Company to take over.

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LOS ANGELES: (310) 836-8076 • **SANTA MONICA:** (310) 394-6498 • **VALLEY:** (818) 765-4519 • **FAX:** (213) 933-0955
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Arnie knew exactly how to assemble our claims, who to call when the adjusters were not cooperative and who to have meet with us at the loss locations to bring our claims to conclusions which were acceptable. Arnie was even able to get Allstate to reopen its closed file when Allstate thought our claim on the duplex was below the deductible.

I have been the electric business for 28 years and, if I say so myself, am pretty good at what I do. I see why the Greenspan Company has been around for 50 years-plus, as you, too, are quite good at what you do.

My wife and I just wanted to express are heartiest thanks and appreciation to Arnie Abramson and The Greenspan Company for saving our sanity and concluding our Earthquake claims with our insurance companies. If we ever have another loss, rest assured that I will call The Greeenspan Company to represent our interest.

Sincerely,

Ken Powell

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