



Santos Ford-Lincoln Mercury, Inc.

617 West Pacheco Blvd. Phone 209-826-4921

LOS BANOS, CA. 93635-3936

OCTOBER 11, 2007

RE; GREENSPAN CO.
400 OYSTER POINT BOULEVARD SUITE 519
SAN FRANCISCO, CA 94080-1921

TO WHOM IT MAY CONCERN,

ON JUNE 27, 2006, MY DEALERSHIP SUFFERED A MAJOR DEVASTATING FIRE THAT DESTROYED MY SERVICE DEPARTMENT, SEVERAL VEHICLES, SHOP EQUIPMENT AND PERSONAL ASSETS. OUR INSURANCE COMPANY, AMERICAN HARDWARE WAS VERY SLOW AND INCOMPETENT IN REIMBURSING THE DEALERSHIP FOR OUR LOSSES.

I HIRED GREENSPAN AS AN INTERMEDIARY. GREENSPAN PERFORMED IN A VERY PROFESSIONAL MANNER RECOVERING THE MONIES AND PROPERTIES DUE MY BUSINESS. I FELT THEY WERE A GREAT ASSET, OPERATING AS A THIRD PARTY ONE ON ONE WITH AMERICAN HARDWARE. THEIR STRONG PRESENCE ELIMINATED HAVING TO DO THE GROUNDWORK MYSELF ALLOWING ME TO SPEND MORE TIME WITH MY CUSTOMERS AND EMPLOYEES.

SINCERELY

MARION G SANTOS III