



400 NORTH ROXBURY DRIVE
BEVERLY HILLS, CALIFORNIA 90210

(310) 550-5511

Alexander L. Kyman
Vice Chairman

November 23, 1992

Mr. Bernard Boston
Vice President
The Greenspan Company
3600 Wilshire Blvd.
Suite #300
Los Angeles, CA 90010

Dear Bernie:

I want to personally thank you for the wonderful job your company, and you, particularly, did in assisting Mrs. Kyman and me in recovering from the flood last February.

We were totally bewildered when we realized we had suffered extensive damage and did not have the slightest idea what to do. Fortunately, I called you early the next morning and that same morning you arrived, arranged for the clean-up, introduced us to appropriate contractors to assess and repair the damage and successfully negotiated an appropriate settlement with the insurance carrier. Were it not for your efforts, I don't know what we would have done. We will be eternally grateful to you, not only for your professionalism, but for your real concern and caring attitude that helped us get through that period.

Sincerely yours,

A handwritten signature in dark ink, appearing to read 'Alex Kyman', written over the typed name 'Alexander L. Kyman'.

ALK:bas