INTERFACE AVIATION INC.
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P.O. Box 51441 • San Jose, CA 95151-5441

28 August 1985

Mr. Sidney Greenspan
The Greenspan Company
3440 Wilshire Blvd.
Los Angeles, CA 90010

Dear Mr. Greenspan:

We wish to express our appreciation for the outstanding professional manner in which your company settled our insurance claim.

You should be proud of the organization you have built over the past fifty years.

Your team of professionals made contact the day after the fire even though it was a week-end. We signed your company on the job the next Monday morning and they went to work immediately.

Your organization relieved me of many details and frustrations of what was a new experience for me - and hopefully my last in having my business destroyed by fire!

To mention a couple of the outstanding persons from your company who assisted me from the day after the fire until all the claims were completely paid, were:

Jerry Friedman on the initial contact and at least two complete days thereafter; Garry Johnson and Sandra Cho (I am doing these from memory so I hope the spelling of names are correct.)

Our accounting records left a lot to be desired as far as organization was concerned (Sandy Cho would think this to be an understatement at best!) but it was through your company's assistance, persistence and literally helping us to dig out the needed information that we were able to put a claim together.

We have come to think of your organization as family. So if I may, Sidney, without being too informal, suggest that you give large salary raises to both Garry and Sandy. If raises are not in order, try a bonus. They both deserve some compensation for a job well done. They are outstanding representatives of your company.

Mr. Sidney Greenspan

28 August 1985

Thank you for everything that was accomplished for us. I do not know what I would have done without your organization, but I am sure it would have been substantially more problems with a lot smaller settlement. I feel I received the maximum with the comfort of zero hassles along the way.

Sincerely,

Frank Horst

Frank Horst, President
INTERFACE AVIATION, INC.

FH:bg

cc: Garry Johnson
Sandra Cho