



May 11, 1988

Mr. William Greenspan
Greenspan Co.
400 Oyster Pt. Blvd.
South San Francisco, CA

Dear Bill:

I'd like to thank you and the Greenspan Co., for the highly expert and efficient manner in which you handled my claim.

From the beginning you "took the bull by the horns" and guided me through the complex maize of loss documentation and claim submission. I honestly don't think I could have made it through that highly stressful time without your guidance and "hand holding".

Your services were particularly useful seeing that we were working with a most difficult insurance company, to say the least, and even after your job was completed, you helped me in obtaining legal counsel and in the preperation of my lawsuit against the insurance comapny.

What has impressed me the most Bill, about you and the Greenspan Co., is the fact that I was treated as if my claim was a multi-million dollar claim even though it was for a relatively small amount. For that I will be eternly greatful.

Finally, I'd like to thank your highly competent assistant, Shelly Landa and your capable and courteous staff. Please feel free to use me as a reference at any time.

Sincerely yours,

A handwritten signature in cursive script, which appears to read 'Christopher Guptill'. The signature is written in dark ink and is positioned above the printed name.

Christopher Guptill