

November 20, 1987

Bill Greenspan, Exec. Vice President
The Greenspan Company
400 Oyster Point Blvd., #210
South San Francisco, CA 94080

RE: Fire Loss 4/24/86
Zelma M. Thompson
1522 Fairview St., Berkeley, CA 94703

Dear Mr. Greenspan:

It has been 18 months since the devastating fire that almost destroyed my late mother's home. We had just buried her the previous day and, being a very close family, we were trying to adjust to the pain of the loss when the fire occurred. The shock of this new catastrophe completely disabled the entire family mentally, and there was no way that any of us would have known where to begin in making a claim for damages.

Right there, amidst the smoke, trauma, and confusion, appeared your representatives, Ken and Robert Crown, exuding confidence, compassion, and understanding. Taking charge of the situation, they helped us answer many of the questions asked by the Fire Department officers, and gave us many helpful suggestions in adjusting to this new situation. Only on taking their leave did they make an offer to handle our case.

Repairs and refurbishing commenced almost immediately. Smoke damaged clothing, drapes, and rooms were made like new, and all items lost were fairly compensated. The most glowing example of your firm's service shows in how Ken Crown stuck by my sister, Marcia A. Thompson, beneficiary and executor of the estate, despite the unexpected legal obstructions imposed by an unscrupulous uncle trying to unfairly gain control of the estate. Mr. Crown's suggestions, tolerance, patience, assurances, all helped us to maintain the composure that is tantamount in resolving this injustice, and I am happy to report that we are currently in litigation that promises a happy conclusion to this grim affair.

I just want to personally thank all of you for extending your kindness and professionalism to a very needy family. In a chaotic world that anesthetizes feelings of hope, compassion, and sharing in the midst of misfortune, your company and your service came through like a ray of light in the darkness. Again, thank you.

Sincerely,


FRANKLIN D. THOMPSON JR.
Eldest Son
The Thompson Family