

SCHULTZ BROS.

VAN AND STORAGE

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BEKINS
SINCE 1891
AGENT

August 1, 1990

Randy Goodman
The Greenspan Company
400 Oyster Point Blvd., Suite #519
South San Francisco, CA 94080

Dear Randy,

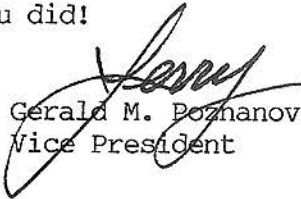
I just wanted to write you a few lines to let you and your company know how pleased we were with the attention and service we received from you and your staff.

From our first meeting with you and Ken Crown we had the feeling that you were truly interested in our behalf. After getting over the first emotional shock you were able to put everything into perspective. There is no question in our minds that without your services we would not have received all that we were entitled to under our policy.

Shellie Landa was also very helpful in putting the financial data together so we could be reimbursed for loss of revenue and extra expense. I just can't thank all of you enough for the professional way all of you met our needs.

Feel free to use me as a reference should the occasion arise.

Many thanks for all you did!


Gerald M. Poznanovich,
Vice President

GMP:kls

cc Ken Crown
Shellie Landa