

SIRHED MANAGEMENT
P. O. Box 31057
San Francisco, CA 94131
(415) 344-4422

Kenneth Crown
The Greenspan Company
400 Oyster Point, Suite 519
South San Francisco, CA 94030

RE: Fire Loss 12/2/88
514-520 Castro Street
San Francisco, CA 94114

Dear Mr. Crown:

I would like to take this time to thank you for the excellent job you had provided in the adjustment of my fire loss. In the past, I had never used a public adjuster for losses to my buildings and I can now see the valuable service that your firm offers. The amount of monies that you were able to secure from my insurance carrier far exceeded my expectations of the dollar amount of my loss. Your ability to negotiate with the insurance company with respect to the scope of work that needed to be performed was quite helpful in allowing me to secure the additional dollars that I needed not only to repair the fire damages but to cover the extra costs of code work which is not covered under my policy of insurance.

I would also like to take this opportunity to thank you for the extra effort you had provided in resolving the difficulties that my tenants were having due to the fire. With your efforts, I was able to keep most of my tenants in the building and continue to receive income from for my rents.

A special thanks should also go towards Robert Crown and Jerry Fleischman of your firm who were quite helpful in explaining your services and more importantly, making me aware of all the conditions of the policy that are prevalent to proving my loss and damages.

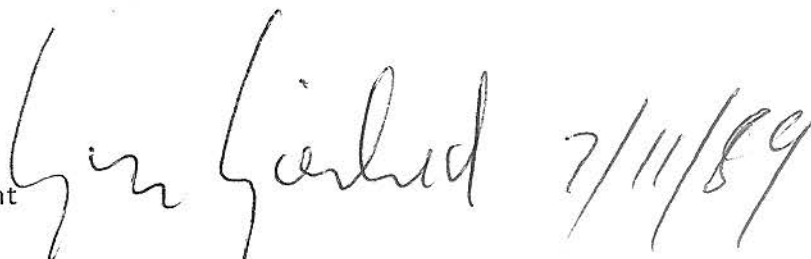
From this experience, I can now say that I would highly recommend your firm to anyone who suffers a fire loss and/or major property damage.

Please keep in touch.

Respectfully,

Bassem Sirhed
Sirhed Management

BS:js

Handwritten signature of Bassem Sirhed and the date 7/11/89.