

June 26, 1986

Mr. Sidney Greenspan
The Greenspan Company
400 Oyster Point Blvd.
S. San Francisco, CA 94080

Dear Mr. Greenspan,

I would like to take a few minutes to compliment your staff, in particular Mr. Ken Crown. He performed an excellent job when we had the fire at our house on 9/26/85, he took care of everything such as inventorying, assessing the damage to the furniture, clothing etc... He handled each segment of this claim very professionally and carefully, everytime that I had a doubt or question I would call him and he was always willing to answer or even dropping by to get me out of doubt.

I am very pleased with The Greenspan Company and once again I congratulate you for having Mr. Ken Crown be part of The Greenspan Company.

Sincerely,

Francisco J Contreras

Francisco Contreras
1146 Henderson St.
Menlo Park, CA 94025