

35 Terrier Place
Hillsborough, CA 94010
July 30, 1990

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Mr. Ken Crown
The Greenspan Company
400 Oyster Point Blvd.
South San Francisco, CA 94080

Dear Ken:

After more than a year of association with you since our February 1989 fire, we have come to think of you like our son. We have laughed and shouted together during these many months, but your tireless efforts on our behalf have been one of the few silver linings in an otherwise dismal experience.

The morning after our home was severely damaged by fire, I was confronted by a swarm of "buzzards" (real estate brokers, adjusters, etc.), all of whom were trying to sign me to a contract to settle our fire loss or find us a new place to live. As you know, I resisted all assistance, including yours, for 48 hours with the hope that our insurance company would establish contact with me. When the insurance company failed to appear after almost three days, we agreed to sign a contract with you and the Greenspan Company. It was the best decision we ever made! Within hours our home was secured, our possessions were being removed to a beautiful storage facility (Britannia), and a check was issued to assist us with our additional living expenses. During the entire week which followed, you were at our temporary residence bright and early and ready to assist with the myriad of complexities which follow in the aftermath of a fire.

In the months since the fire, your dedication to detail has saved me and my husband hundreds of hours which we could ill afford to take from our respective professional lives. You have handled the aggravations and have allowed us to go on with our careers. The settlement of our loss was far from easy, but we remain convinced that you and the Greenspan Company saved us thousands of dollars and hours of our time. Your correspondence was always excellent and well detailed. In addition, you were always available by phone when we needed you.

We are now back in our home which is lovelier than ever, and we would be pleased to act as a reference for you and the Greenspan Company. We can be reached after 6 pm at (415) 348-1909. During the day, I can be reached at (415) 696-5506.

Most Sincerely,

Sally Gedney

Sally Gedney
(Mrs. Ellis C.)