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Mark and Carol Sherman
12875 Midway Avenue
Galt, California 95632

December 17, 2004

Bill Greenspan
The Greenspan Company

RE: Washtime Laundromat

Dear Bill:

We would like to take this opportunity to express our appreciation for all of Bill Greenspan's hard work and The Greenspan Company with regard to the catastrophic loss due to a fire of our business. At the time of our loss we were so overwhelmed that it was difficult for us to make a decision as to what to do first.

When we were approached by The Greenspan Company to represent us, we at first were a bit skeptical to say the least. But after much discussion we felt that it would be in our best interest to enlist the aid of a reputable firm such as yours. We knew that we would not be able to effectively deal with insurance claim issues. Bill has been extremely knowledgeable and a vital part in resolving our claim. His understanding of the language of an insurance policy has been a great reassurance to us. The Greenspan Company has been a vital part in our successful and equitable recovery and without their help we surely would not have been back in business today!

Thank you again, Bill, for your caring, understanding, and thoughtfulness during our loss recovery. We feel that we have not only had an excellent adjuster on our behalf but a true friend as well.

Carol Sherman

Mark and Carol Sherman

Mark Sherman