



**H Y P E R C E L**®  
A W I R E L E S S C O R P O R A T I O N

March 29, 2004

Mr. Ken Elkman  
The Greenspan Co. / Adjusters International  
16542 Ventura Boulevard, Suite 200  
Encino, California 91436-2092

Dear Ken:

There are few things more chilling than being called by your alarm company in the middle of the night. Your mind imagines only the worst things happening. Then, when you arrive at your warehouse to see your building on fire, you learn that what you imagined is for real.

When I arrived at our warehouse, I could think only of taking care of our employees and customers; this is what we do every day so it was second nature to us. Our business has grown because of our reputation for excellent employee relations and customer service.

We were not, however, prepared for the overwhelming task of preparing a complex insurance claim. We have always believed that one should not try to be an amateur in someone else's profession. Every one we spoke with for guidance directed us to The Greenspan Company.

Ken, we are truly fortunate that you were assigned to our claim. From the start you described the claim process in familiar terms. You provided us with a "roadmap" to follow that lead us to a settlement beyond our most optimistic expectations. All the while you were close to us. You anticipated our questions and answered them without our having to ask.

Please feel free to use our experience together whenever you are asked for a reference. We will eagerly recommend Ken Elkman and The Greenspan Company whenever we are asked.

Very truly yours,

David Nazar  
*President/ CEO*