

January 11, 1989

Mr. William V. Greenspan
Executive Vice President
The Greenspan Company
400 South Oyster Point Blvd.
South San Francisco, CA 94080

Dear Bill,

It was with a sigh of relief that we accepted the settlement on our fire loss at 174 and 172 Hartford Street. Without your assistance, we cannot imagine how we would have been able to handle our losses. Your informed, timely, and valuable advice enabled us to get through what was a devastating loss with surprising swiftness and resolution.

Please do not hesitate to refer anyone to us for reference. You did exactly what you promised and we are extremely grateful to you and the Greenspan Company.

With warmest regards,



Jeffrey T. Smith
174 Hartford Street
San Francisco, CA 94114
(415) 553-8136



David Asa Pritchett
174 Hartford Street
San Francisco, CA 94114