

18140 Bayview Drive
Los Gatos, CA 95030
September 7, 1990

Ken Crown
The Greenspan Company
400 Oyster Point, Suite 210
South San Francisco, CA 94080

Dear Ken,

I wanted to thank you for all of the hard work you did and the very substantial settlement you were able to obtain for me for the damage my house sustained from the October 17th earthquake.

As a licensed general contractor and Real Estate Acquisition Specialist for the government, I was reluctant to hire someone to negotiate for me. However, when things went from bad to worse in my negotiations with my insurance company and with the stalls and run-around, it was a great relief to turn over the negotiations to a Professional Loss Adjuster.

I never would have thought that it would take us eight months to get nowhere with our insurance company, and then once we hired you we were settled in just a few weeks. It was a pleasure watching you in action.

Sincerely,



Rich Barbaccia

Work (408) 277-5742
Hme (408) 353-1722