

Henry S. Bagley

19 Terrace Drive
Concord, CA 94518
(510) 827-2354

April 15, 1996

Mr. Bill Greenspan
The Greenspan Company
400 Oyster Point Blvd., Ste. 519
So. San Francisco, CA 94080

Re: Fire Loss
501 Main Street, Suisun City, CA 94585

Dear Bill:

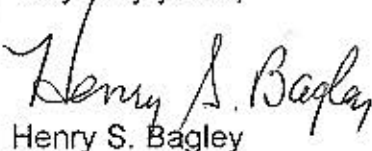
Thank you for the very expert and efficient manner in which you have represented me in the handling of my insurance claim. Prior to this I didn't know what an "adjuster" was but I'm glad you came along. Your help has been outstanding, knowledgeable, and professional.

You know what buttons to push, when and how hard to push and I'd be lost without your counsel and direction.

Rehabilitation of the building has started after many months (8-9) of delay and it is hoped that tenants and store owners will be back in before the middle of this year.

Again, I thank you for your assistance and friendship in aiding me during this trying time. I shall be very happy to recommend your services to anyone.

Very truly yours,


Henry S. Bagley