



Mr William V Greenspan, SPPA
The Greenspan Company
400 Oyster Point Blvd, Suite 519
S San Francisco, CA 94080

May 23, 1997

Dear Mr Greenspan:

We are writing this letter to express our most sincere gratitude for your assistance in coordinating our business personal property loss and loss of income claim resulting from a fire in our warehouse July 13, 1996.

Without the expertise of yourself and your staff, we certainly would have overlooked many items that were legitimately itemized as part of our loss. Your tenacity and high level of professionalism played a major role in resolving the many technical and detailed aspects of satisfying our insurance adjusters' needs.

Again, thank you for a job well done!

Yours very truly,



Dieter Franck
President