



July 18, 1996

Mr. Ed Kerr
Senior Executive Adjuster
The Greenspan Co.
16501 Ventura Blvd.
Encino, Ca. 91436

Dear Mr. Kerr:

In New York City, it is estimated that a person can dine out every night for 65 years without visiting the same restaurant twice. The trendy places come and go, but certain establishments stand the test of time.

The ambiance and food are important, but so is the customer service orientation. Specific Plating Co. Inc. obviously has options when arranging for public adjusting services. Based upon our past relationship with The Greenspan Co., which has always demonstrated the highest professional standards, the alternatives are just names in the telephone directory.

The Greenspan Co.'s entire staff deserves commendation for their unrelenting efforts and commitment to customers. Repeatedly, they anticipate our needs and increase our operational efficiency. They also know that their best critics are not newspaper restaurant reviewers. Ed, thank you for building such a strong team of customer-oriented employees. The Greenspan Co.'s stability makes our lives easier.

Sincerely yours,

A handwritten signature in black ink, appearing to read 'Randy Stein', written over a horizontal line.

Randy Stein
President