

May 21, 1997
P.O. Box 3389
Vallejo, Ca. 94590

The Greenspan Co.
400 Oyster Point, Suite 519
South San Francisco 94080

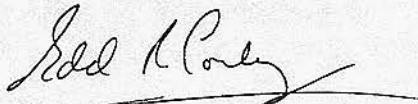
Mr. Dean Osborne Sir,

I am writing this letter to commend you and all those who work for Greenspan for a job well done. When my home burned in October of 1996 your company's representative was there to help us get started with the process of getting our home rebuilt and returning some order to our world. In the beginning I was a little skeptical since I had never heard of this type of business before, but you and Lauren made the whole experience a lot easier. Both of you worked tirelessly to ensure that my family received all that we were entitled to receive.

You especially had to work overtime with the first adjuster that the insurance company hired, the man did not know beans from berries. Through your efforts we were able to get him released and obtain someone with more knowledge of the process.

At the present time Dunhill construction is redoing the house, again your knowledge of the industry enabled us to get the best out there. This has been a good experience for me and my family although it's one we never want to experience again, you and those you work with made it one we can smile on.

Thanking You,



Edd R. Conley

P.S.

If any of your future clients would like to speak to me I can be reached at 1 800 433-2669.