

April 18, 1988

THE GREENSPAN COMPANY  
3550 Wilshire Boulevard  
Los Angeles, CA 90010

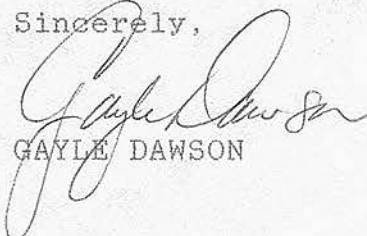
Re: Claim No: 87-0042  
Claimant: Gayle Dawson  
Adjuster: Arnie Abramson

To Whom It May Concern:

I would like to take this opportunity to thank your company for the professional manner in which my fire loss claim has been handled. I am more than satisfied with the professional manner displayed by Arnie Abramson in handling the insurance company, contractor, and myself. Through his expertise and sensitivity he has made an unbearable situation bearable. I can assure you that neither the insurance company nor I were the easiest to deal with.

I want to further thank Mr. Abramson for his recommendation of Great American Contractors. They have done an excellent job in the reconstruction of my fire damaged property. Once again, I want to say that I am more than pleased with Mr. Abramson's performance. If I am ever in need of a public adjusting company again I will not hesitate to contact your company or to recommend your services to another.

Sincerely,



GAYLE DAWSON