

924 WEST STREET  
PETALUMA,  
CA., 94952

DECEMBER, 29, 1995

MR. RANDY GOODMAN, MANAGER  
THE GREENSPAN COMPANY  
400 OYSTER POINT BLVD., SUITE 519  
SOUTH SAN FRANCISCO, CA. 94080

RE: FIRE LOSS OF IRMA HOPKINS  
1703 SPRINGHILL ROAD  
PETALUMA, CA. 94952

DEAR MR. GOODMAN,

IN SEPTEMBER OF 1994 IRMA HOPKINS SUFFERED A DEVASTATING LOSS BY FIRE TO HER HOME IN PETALUMA. IN SPITE OF HER ADVANCED AGE OF NINETY NINE YEARS SHE INSISTED ON REBUILDING HER HOME ON HER RANCH, APTLY NAMED TRANQUILLITY. MY WIFE, JEANNE, AND I HAVE BEEN LOOKING AFTER MRS. HOPKINS FOR THE PAST SIXTEEN YEARS AS SHE IS WITHOUT FAMILY.

HOW FORTUNATE THAT WE HIRED THE GREENSPAN COMPANY TO ASSIST US IN RECOVERING THE MONEY FROM HER INSURANCE COMPANY, WHICH BY THE WAY WAS MOST DIFFICULT TO WORK WITH. WITHOUT THE OUTSTANDING DEDICATION AND PROFESSIONAL SERVICES OF ROBERT CROWN, DAVID VERBITS AND ANN MARIE LUKAS, MRS. HOPKINS WOULD NOT HAVE HAD SUFFICIENT MONEY TO REBUILD HER HOME.

ANN MARIE SPENT MANY HOURS WITH MRS. HOPKINS LISTING ALL OF HER POSSESSIONS AND COMPILING AN INVENTORY OF HOUSEHOLD ITEMS. DAVID KEPT IN TOUCH WITH US AND DEALT VERY COMPENTLY WITH THE CLAIMS REPRESENTATIVE OF THE INSURANCE COMPANY. WE PROBABLY WOULD HAVE GIVEN UP IN FRUSTRATION HALF WAY THROUGH THE WHOLE PROCESS.

WE BOTH THANK YOU FOR THE PROFESSIONAL AND THOROUGH WAY THIS MATTER WAS HANDLED, MUCH TO MRS. HOPKINS PLEASURE AND OUR GREAT RELIEF.

SINCERELY,

*Charles I. Mahoney*

CHARLES I. MAHONEY

JEANNE B. MAHONEY

*Jeanne B. Mahoney, P.O.A.  
for  
Irma C. Hopkins*