

July 31, 1984

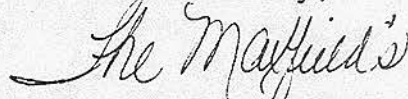
Mr. Sydney Greenspahn
3550 Wilshire Blvd.
Los Angeles, Ca. 90010

Re: Richard Tanitsky

Dear Mr. Greenspahn:

On August 13, 1983, we were the victims of an arsonist. After deliberations with our Insurance Company, we found we did not have the means to deal with the situation. We had talked to several public adjusters, and found your company to present themselves the best. We contracted with you to settle our claim. Mr. Richard Tanitsky was assigned to our case. What a fine young professional man he is. He represents your company so well! Many times I would break down into tears over the phone with him...he was always reassuring and confident of the situation. After the emotional strain of having someone burn your house down, it was nice to deal with someone who had a "heart". Thank you for having such a fine employee!!

Most Sincerely,



The Maxfield Family

(Dave, Sandy, Ryan & Chad)

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