

*Elad Marish*  
*563 Rialto Avenue*  
*Venice, CA 90291*

April 28, 2004

Mr. John Hartshorn  
The Greenspan Company  
16542 Ventura Blvd., Suite 200  
Encino, CA 91436

Dear Mr. Hartshorn:

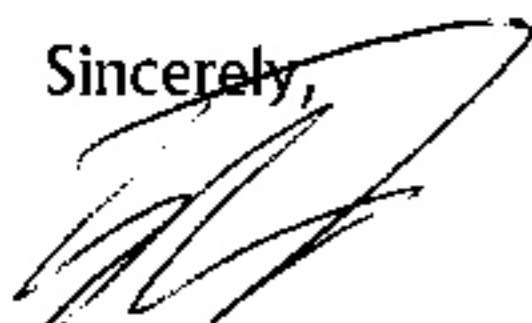
After the fire, I was approached by countless would-be adjusters, and Greenspan was the only company that offered respectful, professional help, and advice.

The experience was overwhelming, and I was glad to have a professional service involved. I knew that with the Greenspan, we weren't going to be taken advantage of by the insurance company.

The in-house inventory specialist worked with us in the tedious preparation of the personal property claim, and subsequent value of every single item in our home.

John really came through in every aspect of the claims process. He handled the contents and structure insurance adjusters professionally and efficiently. I was relieved to know that everything would be taken care of for me during that stressful time. I don't know what I would have done without his help. He sent me copies of every letter of correspondence with the insurance company and made me feel secure that I would receive what I deserved. I wholeheartedly recommend the Greenspan Company and John Hartshorn for anyone's adjusting needs.

Sincerely,



Elad Marish