

Bill Rake, SPPA

From: Robert Vilmur [lavil37@msn.com]

Sent: Friday, November 29, 2002 12:55

To: Bill Rake, SPPA

Subject: Our Pleasure with Greenspan

Dear Bill,

When we first considered using Greenspan, we were apprehensive as to what lay down line and I can recall a long night poring over literature and reading letters along the lines that this one will take.

We were also somewhat apprehensive because while large to us, our fire damage was still expressed in five digits and thus it was still a small claim in comparison to the size of claims we knew Greenspan regularly handled.

Suffice it to say, that one measurement of our degree of satisfaction with Greenspan is to report that when we had a fire in our immediate area three days ago (one driven by high winds), I found myself looking for the severely damaged home's owner to tell him about our satisfaction with Greenspan. -This hasn't happen yet because I couldn't locate the owner on my first drive by, but plan to drive by again today.

It is an absolute fact that the amount of our settlement and our ability to access and be heard by both our carrier and our contractors were significantly enhanced by Greenspan's involvement in the process. The cost of your services was markedly exceeded by the above. You, your staff, and Mardi and myself know how much work it took. But succeed we did.

While we hope we will never require Greenspan's services again (!), be assured that we know we obtained top quality, well managed work. And, we acknowledge, that "when and if", its highly reassuring to know that Greenspan's there.

Please feel free to share this letter with whoever you feel appropriate.

Again, our sincere thanks to Greenspan, Bill.

Mardi and Bob Vilmur
La Crescenta, California