

Feb. 1, 1986

Dear Mr. Quenopan,

On Feb. 24, 1986, a fire occurred at our building at 1248 S. Figueroa, Los Angeles. Our lessee, Harlan Herman called me at home and since it was late in the evening encouraged me not to come at once since I live 200 miles away in Visalia, Calif. I called our insurance co., Fireman's Fund early the following morning to alert them.

That day I had several calls from public adjusters, among them Arnie Abramson. I called Mr. Herman for advice, since he had rented from us for 22 years and I had great trust in him. He said his family had used the Quenopan Co. in the past and had been very satisfied.

I called Mr. Abramson back and asked him to take the job. This was all quite new to me and I asked him to guide me through this troubled time. This he certainly did in the most comforting way.

I cannot speak highly enough of Mr. Abramson. He worked quickly, inspired my confidence, kept in very close touch with me by telephone, and negotiated a most satisfactory settlement with Fireman's Fund Insurance Co. I could not

believe that this complex problem could possibly be resolved by phone calls and mail, but Mr. Abramson accomplished this in a very short time. This was important so we could ready the building for new tenants.

Just recently Mr. Herman presented us a bill for a security guard needed to protect his inventory until the building could be boarded up. I again wrote to Mr. Abramson for advice. He called Mr. Herman at once explaining that it was his responsibility to protect his merchandise and called me to report what he had done. I am deeply grateful to him and your company for this "above and beyond" service done so kindly.

Again, my deepest gratitude to your fine company for all your help.

Most sincerely,

Lucile Benson
327 Todd Dr.
Oralia, Cal.
93291

Dear Annie,

I'm ashamed I didn't write this letter long ago. I really mean it. You're been a wonderful friend.