



Jean Craig

May 2, 1996

Mr. William Rake  
The Greenspan Company  
3600 Wilshire Blvd.  
Los Angeles, CA 90010

Dear Mr. Rake,

We met on a Saturday morning in Malibu in the aftermath of the 1993 fire, at which time I signed a contract with The Greenspan Company to represent me with State Farm.

Shortly thereafter, I found myself in a working relationship with Frank Candido. Frank recently wrapped up my claim, sent me the final check, and I can't begin to tell you what an asset he's been. I'm delighted with my settlement, with the service Frank has provided and with his smarts. Indeed, he put a positive face on the disaster from the very beginning by making me feel I'd come out okay, that my home would be rebuilt and that I'd be treated well. The feeling of confidence he gave me was almost as important as the money.

I can't compliment Frank Candido enough. I can't imagine getting through the past two-and-a-half years without him. I know that my settlement would have been less without him. I know that my stress level would have been off the meter without him.

Please be good to Frank on my behalf. And I hope you have many more adjustors who are not only collecting the money, but making a positive difference in people's lives.

Cordially,



Jean Craig

JC:a