

September 15, 1997

Carl and Margie Rankin  
P. O. Box 5345  
Laguna Beach, CA 92653  
(714) 830-9502

Mr. Ken Crown  
Vice President, Regional Manager  
The Greenspan Company  
60 S. Market Street, Suite 760  
San Jose, CA 95113

Dear Mr. Crown:

We hope this letter finds you well. We've just recently moved into our new home and are finally settling into a normal life. Our life has been very different since our home was destroyed in the Laguna Beach fire. We're starting to use the proceeds that you were able to help secure for us from our carrier, USAA to replace some of the valuables that were destroyed.

We want to thank you and your associates at The Greenspan Company for your diligent efforts on our behalf. It is hard for us to believe that after 45 years together we would end up collecting half a million dollars for our personal property. We know that your diligence, intuitiveness and gentle prodding enabled us to document our claim in a complete, professional manner. With your efforts and those of Mary Dolan, we were able to collect the full proceeds from our carrier, USAA.

From ashes and total destruction we were able to build our dream home. Our life has a new beginning with peace and serenity. We thank you most dearly and encourage you to have any prospective clients give us a call.

Respectfully,

*Carl Rankin*

Carl and Margie Rankin

*Margie Rankin*