

***Shlomo Laniado***  
***5457 Encino Avenue***  
***Encino, CA 91316***  
***818-907-0745***

July 31, 1997

Mr. William Rake, President  
The Greenspan Company  
3600 Wilshire Boulevard Suite 300  
Los Angeles, CA 90010

Re: Water Damage Loss 10-18-96

Dear Mr. Rake:

In October of last year my home was devastated by water when a pipe in the slab broke. We called our Insurance Company, Allstate, and they came out. I got the sense when they were here that they were going to fight me all the way on the damages.

It was at that time, I remembered what your company did for me in the past and I immediately hired The Greenspan Company again to fight my battle.

Your company assigned Arnie Abramson, SPPA, to handle my claim. Arnie told me it would not be easy and it was not. Allstate tried to insist that much of the damage was from either the 1994 Earthquake, neglect, wear and tear or any other non-covered peril they could think of.

Arnie, with his knowledge, persuasiveness and tenacity was able to recover most of our claimed damages. The amount collected was far in excess of what Allstate offered.

For everything stated above, my family and I extend our deepest thanks and appreciation to Arnie Abramson and The Greenspan Company for once again "saving the day" for us. If you ever need a recommendation on another piece of business, please do not hesitate to call me. I, too, will happily mention your name to any of my friends or acquaintances who have fire or other insurance claims.

Sincerely,



Shlomo Laniado