



J.V. Electronics, Inc. • 2001 Harbor Blvd. • Costa Mesa, CA 92627

The Greenspan Co./Adjusters International
16542 Ventura Blvd. Suite 200
Encino, CA 91436-2092

11/20/00

RE: Fire at 980 S. "A" Street, Oxnard


I can not adequately express the profound appreciation to you and your staff for the effort you put forth on Mar Vac's behalf. When our Oxnard location burned—a total loss—we were surrounded by adjusters wanting to talk to us. We were told by our insurance company not to talk to them. Needless to say we were very confused. We didn't even understand the coverage we had been paying for the last twenty years.

From all the confusion emerged Jerry from your office who explained to us our options, and quelled our fears about how to proceed. His professionalism, along with his associates, was just the beginning of what turned out to be an incredible learning experience. Throughout the process your team was always professional, but most of all patient in answering the many questions I posed—sometimes the same one again and again.

I am especially grateful to Sandra Cho who's accounting acumen played a vital role in explaining our position properly. She took the time to understand our very confusing business. As you know we had no pre-existing inventories prior to the fire, and we sell very tiny items in a range of prices. Sandra was able to see past all the confusion, and worked well with the insurance company to bring us a fantastic settlement.

Gary, I also appreciate your efforts in bringing this to a close. Your calm in the face of adversity kept me sane while my insurance company delayed our claim. This process is truly one of give and take, and you are a master of negotiation. In your absence Sandi Johnson always took the time to listen and follow through on my requests.

I am confident that had we not brought you on to our team, we would have left hundreds of thousands of dollars on the table. Your fair commission was worth every penny. Thanks for the help in reviewing our new policy. Hopefully I will never need to use it, but it's sure nice to know I'm covered properly—finally.

Sincerely,

Vincent J. Vaccher
President/CEO
J.V. Electronics, Inc.

STORE LOCATIONS

Pasadena, CA 91106
1759 E. Colorado Blvd.
818•793•1195

Costa Mesa, CA 92627
2001 Harbor Blvd.
714•650•2001

Oxnard, CA 93030
980 S. 'A' Street
805•486•6353

Los Angeles, CA 90066
12453 Washington Blvd.
310•391•6763

Santa Barbara, CA 93111
5184 Hollister
805•681•2524

Sacramento, CA 95815
2537 Del Paso Blvd.
916•922•6531

Montclair, CA 91763
4747 Holt Blvd.
909•398•1272

Marina, CA 93933
265 Reservation Rd.
408•384•7271

San Diego, CA 92104
3440 El Cajon Blvd.
619•283•3941