

Sound Expressions

(707) 528-3565 Phone

Performance & Recording Systems

(707) 528-4619 FAX

July 13, 1998

The Greenspan Company
400 Oyster Point Blvd., Suite 519
S. San Francisco, CA 94080

To Whom It May Concern:

We at Sound Expressions would like to express our heartfelt appreciation for what The Greenspan Company and it's dedicated staff did to help our business through what could have been a devastating water damage insurance claim - actually two, back-to-back.

We were very fortunate to get the name of your company just hours before we were to meet with our insurance company's adjusters to begin settling the claim. This was such a godsend as we had come to the realization that our settlement was going to be minimal, at best. Your company stepped in and helped us obtain a settlement that was not only fair, but one that enabled us to continue operating our business.

The team that we met with - Robert Crown, David Verbits, and Chris Glenister - were very knowledgeable, professional, and always patient in answering questions, explaining options, and clarifying details.

We have nothing but the highest recommendation for The Greenspan Company and the invaluable service that was provided on our behalf and would be more than happy to be used as a reference for potential clients.

Thank you again so very, very much.

Sincerely,



Arleen Nakamura