

I haven't had a lot of  
time for reading, but I have  
done a little. I will  
return your books, but please  
let me know if you need  
something specifically and I'll  
get it right to you.

Again - Thanks - and  
hope we get a chance to meet  
again.

Best Regards

Maureen & Joel

Dear Anne Marie,

Hope things are good with  
you and not too hectic.

I wanted to say Thank You  
to you for all your help and  
support. It isn't all over for  
us but hopefully we'll have  
a new home and a new start  
soon.

You really helped us get  
through those first few very messy  
months and of course we'd never  
have gotten the inventory done  
without you.



66 POTRERO AVE., SAN FRANCISCO, CA 94103 • (415) 626-7844 FAX 626-7865

February 26, 1996

The Greenspan Company  
400 Oyster Point Blvd., Suite 519  
So. San Francisco, CA 94080  
Attn.: David Verbitz

Dear David,

There are many times in life that good efforts by people are seldom recognized. Maureen, the girls and I could not allow such a great performance of duties to go unrecorded.

After our house and all its possessions were destroyed in this summer's fire, having you and your team represent us in our insurance claim was a decision of monumental importance to our family. Your efforts handling all the aspects involving inventory recovery and valuation, emergency construction and repair, replacement valuation, and negotiations with our carrier were tremendous. David, you proved beyond any shadow of doubt, that had we not contracted for The Greenspan Company's invaluable service, we would have lost an enormous sum of money, time and energy.

Again, can you please accept our gratitude for all your professional service and guidance during some very rough times and extended negotiations.

Sincerely,

A handwritten signature in cursive script, appearing to read "Joel Feldman", with a long horizontal line extending to the right.

Joel Feldman  
Executive Vice President