



E & M ELECTRIC & MACHINERY, INC.

Phone (707) 433-5578

September 19, 1987

The Greenspan Company
400 Oyster Point Blvd
So San Francisco, Ca 94080

Attn: Randy Goodman

Dear Randy:

We want to express our appreciation and gratitude for a job well done on our fire loss. We know that we would not have been able to deal with all the problems and decisions without your help.

Your firm did an excellent job of settling the claim, much better than we would have been able to do without your peoples' abilities and knowledge.

We, of course, had no experience in this type of thing, and had no idea which way to turn on that dreadful morning, until you, Randy, appeared and offered your firm's assistance. We had no information on what your firm does, but after listening to you and thinking it over, we decided we had to use the expertise available to us through you. You and your people handled everything for us in a professional manner, much, much better than we could have ever done.

Do not hesitate to call on us for a recommendation and again, we extend our thanks to you.

Sincerely,


M. Edgar Deas, President

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