



The Greenspan Company
16542 Ventura Blvd. #200
Encino, CA 91436-2092

Attention: Arnie Abramson

Dear Arnie:

I want to thank you and your staff for all your help and support through what I hope will be a one time event in my life. Navigating through the fine detail points of an insurance claim proved far more complex than I would have ever imagined. In hindsight I know I would have definitely struggled and ultimately lost money, had I tried to go it alone. The insurance company and their consultants are experts in the field of insurance claims. The insured is not. I would have been at a huge disadvantage had it not been for your help.

The bottom line is your services are valuable and in my view necessary. This is especially true when dealing with a large claim with many facets of coverage.

Thanks again for all your help.

Very truly yours,

A handwritten signature in black ink, appearing to read "Jon S. Payne". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Jon S. Payne
President