



DOLORES HEIGHTS PROPERTIES INC.

Sales • Rentals • Insurance

William V. Greenspan,
The Greenspan Company,
400 Oyster Point,
So. San Francisco,
CA 94080.

19th February, 1986

Dear Bill,

I wish to take this opportunity to thank you for the excellent job which you and your Company did in settling my fire claim on Fillmore Street. Despite a difficult stance taken by the carrier you were able to secure a limit of policy settlement within a most reasonable time frame. It took much time, effort, and a thorough knowledge of the claims business to secure this result. You conducted yourself in a very professional, aggressive and positive manner throughout the difficult negotiations, keeping me well informed at every step.

I have had experience with a number of fires and adjusters but never have I been so pleased with an adjuster's performance. I would recommend you and your firm highly to those who want to minimize the grief associated with fire damage.

Sincerely,

Wayne T. Kennedy
Wayne T. Kennedy