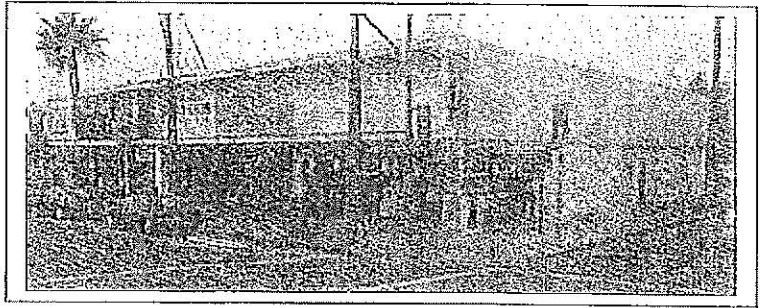


HAYNES VANNUYS, LLC
Hourmos Khorassani, President
6521-6531 Van Nuys Boulevard
Van Nuys, California 91401



August 2, 2010

Mr. Arnie Abramson and Mr. Ken Elkman
The Greenspan Co. / Adjusters International
16542 Ventura Boulevard, Suite 200
Encino, California 91436-2092

Dear Arnie and Ken,

I can only begin to express my appreciation for the wonderful job you did representing me in my recent insurance claim.

From the beginning, you made things happen that I did not think were possible; and, you did it in the shortest possible time. You were able to make the insurance company pay my complete claim even though the insurance company adjuster refused to do so before I hired The Greenspan Company.

It is now so obvious that I should have hired The Greenspan Company immediately. I may have said or done something that could have hurt my recovery and make your job that much tougher.

Thank goodness I let you, the experts, take care of what you do best—settle claims favorably for insureds like me.

I will always cherish the friendship we formed as a result of this fire and insurance claim. I hope to never again need your services, but I will always be there to speak highly of you if someone else finds himself in the same predicament.

Very truly yours,

Haynes Vannuys, LLC

HOURMOS KHORASSANI
President