

BRUCE SHAPIRO
2118 Wilshire Boulevard #490
Santa Monica, California 90403

November 15, 1996

Mr. Bill Rake
The Greenspan Company
3600 Wilshire Boulevard #300
Los Angeles, CA 90010

Re: Fire loss June 6, 1996

Dear Mr. Rake:

I thought I would write you this letter of thanks. I did not even know your type of company existed until I met Kenneth Elkman of your company shortly after my fire.

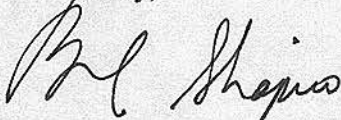
Mr. Elkman explained your business to me and I signed up with you. It turns out that this was a brilliant move on my part.

Your office had Arnie Abramson handle my claim and everything Arnie said he would get for me, he did. I was able to build back my apartment building to code, make changes, and even pay your fee with money to spare. He also got me the lost rent with a cushion to allow me to re-rent the property without losing additional money.

If I ever have another fire (hopefully I won't), I'll call you right after I call the fire department. If I can help you on other business, please don't hesitate to call me at 310-454-2157.

Once again, Kudos to Arnie, Ken, and The Greenspan Company.

Sincerely,



Bruce Shapiro