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Oakland, CA 94618
510-549-2329

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Randy Goodman
Greenspan Company
400 Oyster Point Blvd, Ste. 3519
South San Francisco, CA 94080

Dear Mr. Goodman,

Some months ago I contacted you by referral from your Southern California office and asked for help in completing my personal property inventory for CSAA. I had lost my home and all possessions in the Oakland Fire in 1991 and had been unable to collect the monies owed me because the company wanted a complete inventory and I could not get it done.

I had hired a succession of people to be my "secretary" without success.

You sent into my life an angel in the form of Anne Marie Lukas who took me gently and firmly in hand, gave me strokes of encouragement, and guided and pushed me to completion. The cost of her services admittedly served as a motivator. However her judgments and decisions when I vacillated, and her "short cuts" got me through to the end in record time. I also felt we had done a thorough and complete job. I've had no regrets or second thoughts that items had been omitted.

It was money well spent and I wish I had hired her 18 months before. I received my check and was paid the full 70% of the cost of rebuilding my home three weeks after my adjustor received the package.

Thank you,

Christine T. Donahue