



**THE GREENSPAN COMPANY**  
*Adjusters of losses for the insured*

August 11, 1992

Mr. Ken Crown  
**The Greenspan Company**  
400 Oyster Point Boulevard, Suite 519  
South San Francisco, California 94080

Dear Ken:

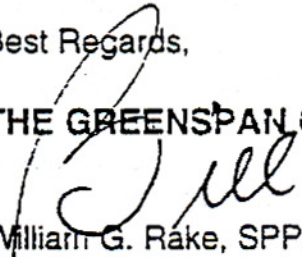
Just a short note to relate a conversation I had with your client, Bob Fisher. Mr. Fisher called to tell me what a wonderful job you did on his loss; that you not only lived up to all of the expectations created by the solicitation of his loss, but as a matter of fact, you exceeded them.

It is always nice to hear words of accolade about any of our people and I wanted to take this opportunity to personally thank you for the way that you represent The Greenspan Company and for your efforts in creating the type of appreciative client that Bob Fisher has become.

Thanks a lot and keep up the good work.

Best Regards,

**THE GREENSPAN COMPANY**

  
William G. Rake, SPPA  
President

WGR/rhw

cc: Mr. Gordon A. Scott, SPPA  
Mr. Gary W. Johnson, SPPA  
Mr. Randy Goodman, SPPA  
Mr. Robb Greenspan, SPPA  
Mr. William Greenspan, SPPA

