

March 27, 1995

Mr. Richard Tanitsky
Greenspan Company
19100 Von Karman Avenue
Suite 620
Irvine, CA 92715

RE: Residential Fire Loss
Dr. and Mrs. Lewis Lane

Dear Richard,

You have our sincere appreciation for the very professional and successful manner in which you handled the total loss of our home due to the October 27, 1993 Laguna Beach fires. As I'm sure you know, our loss was a devastating one. We are so very grateful that The Greenspan Company was highly recommended to us by several people who had had previous disasters and were convinced that Greenspan had brought their claims to a satisfactory conclusion. We will, after our experience with your fine group, be making the same recommendations.

I am also very grateful to Orlando for his patience and understanding during the very emotional and trying time of putting together the loss of contents. I am convinced that I could never have gone through that experience without him.

Thank you and your staff for the professional and compassionate way in which our claim was brought to a successful conclusion.

Warmly,


Nancy T. Lane