

BOARDMAN PRINT CENTER

(415) 621-0348

Quality and Service First

38 Boardman Place
San Francisco, CA. 94103

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December 3, 1986

The Greenspan Company
400 Oyster Point Blvd., Suite #210
So. San Francisco, Ca. 94080

Dear Bill Greenspan,

We would like to thank you and your employees for the excellence performed regarding our claim and handling the Insurance Company for us.

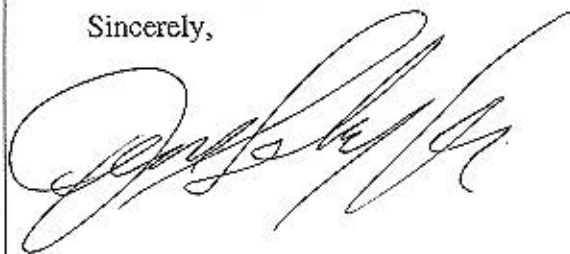
Last April, when water and fire damaged our shop, resulting from a fire in a neighbors building, we just didn't know what to do or where to begin. We were apprehensive of using your Company's services because we had no idea what a Public Insurance Adjuster was. On the other hand, trying to clean up the shop (a soggy disaster area), keep the business operating and handle the insurance claim ourselves, was a grim prospect.

Choosing to use your services, however, was the best choice we ever made. Your fee was well earned by your thorough presentation and very satisfactory settlement with our Insurance Company. The Greenspan Company not only took over the job of inventory and organization, but also handled everything regarding the insurance claim, relieving us of those responsibilities so we could continue our printing operation. In addition, through your experience and expertise, you recovered a large loss of income settlement when we were sure, after talking with the Company Adjuster, that no business interruption would be payable under our policy.

I would also like to acknowledge your employees, Robert Crown, Shellie Landa and Jerry Fleischman for their participation in taking charge of our horrible situation.

Please feel free to give our name as a reference to anyone interested in your services. We wholeheartedly believe The Greenspan Company is terrific.

Sincerely,



Jerry Schaffer
Owner