



ELECTRIC MOTORS

HEROLD & MIELENZ INC.

3531 51st Avenue Sacramento, CA 95823 (916) 422-7493 / FAX #422-7689

September 04, 1991

William V. Greenspan
The Greenspan Company
400 Oyster Point Blvd.
So. San Francisco, CA. 94080

Dear Bill,

I would like to take this time to thank you and your staff for the professional manner in which you handled our claim. The need for proper settlement with our insurance carrier was critical to the survival of our business. With the aid of you and your staff, we were able to obtain a fair and realistic settlement based of the coverage and the losses sustained.

I highly recommend you and your company services to any one who is not an expert in claims settlement, enabling them to obtain the best settlement possible from their coverage and subsequent claims.

The documentation that your company provided to both us and the insurance carrier was invaluable in trying to settle the grey areas. Shelie Landa, with her CPA background, was a great help with the business interruption settlement. Ms. Landa's advice regarding record keeping throughout this time was very valuable in settling the claim and filing our tax reports.

Respectfully,

Darold R. Winn
General Manager

DRW/mem