

AUG 28 1998

John McDonald  
P.O. Box 500  
Tahoe Vista, Ca.  
96148-0500

The Greenspan Company  
President William G. Rake  
3600 Wilshire Blvd. Suite #300  
Los Angeles, Ca. 90010

Dear Sir:

In February of 1997, my family had one of those horrible and frightening experiences no one wants to ever have. In the middle of the night, fire almost destroyed our home. We all escaped with our lives, but then the stress and challenge of rebuilding immediately began to bear down upon us. It was then that Steve Solomon approached us and introduced us to your company. Though we had always assumed that our homeowner's insurance would take care of our problems in the event of such disasters, we were disappointed with the many loose-ends they left in their wake. Steve spoke with the apparent knowledge of where and how those loose ends could be remedied. We pensively took the chance and signed up for the Greenspan Company to represent us. We were then introduced to Frank Candido who, in so many ways, took us under his wing, reassured us, and carried us through the rebuilding process from beginning to end. The insurance company stalled and was uncooperative throughout, but Frank was there keeping them accountable and encouraging us for the year and a half that it took to finish the project.

We now know from experience that the Greenspan Company served our needs so that, when done, we were satisfied with the finished house and our personal losses were recouped. In addition, the fees paid to your company were well worth it and were offset because your organization gained us much more than the insurance company tried to get us to settle for. We especially want to thank Frank for his great support, his good sense of humor, and his always being there when we needed him.

Sincerely,



cc:  
Frank Candido  
Steve Solomon