

EVNESS  
Associates, inc.

Ellis G. Revness, Architect

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February 20, 1991

THE GREENSPAN COMPANY  
3600 Wilshire Boulevard  
Los Angeles, CA. 90010

Attn: William G. Rake

Dear Bill,

Beverly and I would like to thank you and members of THE GREENSPAN COMPANY for your personal attention and dedication in resolving our Lake Arrowhead fire loss of September 2, 1990. In your negotiations with our insurance company, your prompt and highly professional response was invaluable, and a great source of relief to us during that difficult time. It was indeed a pleasure to work with you.

Our best regards,

*Beverly Revness*  
*Ellis G. Revness*