



D O L O R E S
S T R E E T
C O M M U N I T Y
S E R V I C E S

Opening Doors of Hope

May 10, 1994

The Greenspan Co.
720 Howe Avenue, Suite 106
Sacramento, CA 95825

Dear Greenspan Co.:

I want to write an open letter to thank you for the excellent services that Greenspan provided to Dolores Street Community Services and the Dolores Street Baptist Church after our August 2, 1993 fire.

I am very thankful that we contracted with Greenspan to handle the preparation of our insurance claim. I consider the decision to contract with Greenspan to be one of the best decisions we made in the wake of the fire.

The people we worked with at Greenspan were very helpful, capable, and compassionate. Bill Burns was especially talented, responsive, and easy to work with. His experience and skills gave me great confidence. Ann Marie Lucas was quite helpful in the process of identifying our personal property losses. It was invaluable to have such dedicated and gifted people working on our insurance claim so that I could be freed up to focus on enabling the agency to continue to provide services to our community from a temporary location.

I am especially pleased that I can be 100% confident that we received a fair settlement and that nothing was overlooked in the process.

I would be pleased to highly recommend the Greenspan Company to anyone facing a significant insurance claim.

Sincerely,

Laura McLatchy
Administrative Director

Temporary Address: 474 Valencia Street, Suite 160 • San Francisco, CA 94103