

All That Jazz - Gifts, Paper, Cards
4109 - 18th Street
San Francisco, CA 94114 (602) 575-1821

July 3, 1989

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

Dear Bill:

Now that all our claims have been settled from the disastrous fire which destroyed our business in December of last year, I feel a formal note of thanks to you and your staff is long overdue.

From the day of the fire, your staff has shown again and again the professionalism and sensitivity upon which your fine reputation is built. Rob Crown and Jerry Fleischman were able to approach us at a time of extreme trauma with an honestly humane touch so unlike the crass commercialism of other public adjusters on the scene. And you and Shellie Landa have exhibited the highest standards of accuracy, acumen and trust throughout the long, difficult process since then.

One assumes that your insurance company is on your side; thank God for people like The Greenspan Company since this is far from the truth.

I feel very strongly that first, we would not have been able to handle the necessary details due to lack of experience and emotional distress. Secondly, I am confident that you were able to negotiate the maximum settlements for us, particularly the loss of income portions. Last, but certainly not least, all our dealings have been tempered with a unique sense of trust and true friendship so rarely found in today's business world.

We have none but the highest recommendation for The Greenspan Company and would feel honored to witness for you at any time in the future.

Our sincere thanks,



James T. Parmelee
Owner