



J. NORDHAVEN & SONS, INC.

ELECTROPLATERS

FAA APPROVED REPAIR STATION NO. 464-24
3435 ENTERPRISE AVENUE HAYWARD, CA 94545
(415) 783-4286

April 3, 1987

Randolph H. Goodman
The Greenspan Company
400 Oyster Point Blvd., #210
South San Francisco, CA 94080

Dear Randy;

Since April reminds me of the drastic fire our business sustained, I thought it more than appropriate to express our sincere thanks for the superb job you and The Greenspan Company did in handling our insurance claim.

Soon after our fire, we became acutely aware of the vast amount of time that would be necessary to document our losses. Building estimates, equipment estimates, product and stock inventories, engineering plans, as well as loss of rents and income projections were all new avenues of expertise for me, a novice, on top of the most important issue to me, that of trying to salvage whatever business possible and to protect my future sales.

The thought of employing a public adjuster was a consideration, and after conferring with my attorney who interviewed Jerry Fleischman of your office, we decided to be represented by The Greenspan Company.

You immediately deployed your trained personnel to supervise and assist in documenting all of our losses. Ken Crown and Sandra Cho were most helpful in pulling together all the documentation necessary. You kept in constant communication with me and my father regarding the status of our claims. Moreover, we were simply amazed when, through your full understanding of our insurance contract, you were able to effect a settlement on our personal property greater than the limits of liability, even after the application of a co-insurance penalty.

Without your help, we would never have been able to devote the time required to protect our future business and wish to again thank you, Randy, for the marvelous job you did in settling our claim.

If you ever need a recommendation, please do not hesitate to have anyone contact our office.

Very best regards,

Ole Nordhaven

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