

April 26, 1999

To Whom It May Concern -

I sincerely wish to thank you for your great work in representing me with regard to the fire that destroyed my house at 1842 Portola Ave, Livermore, Calif.

Mr. Dean Osborne did an outstanding job. He called me regularly, keeping me informed at various times, from beginning to end.

He was always very helpful, business like, and polite.

He's great, and you should be proud to have him in your employ.

Thank You!

Sincerely  
Curt Randolph