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**PORTLAND INVESTMENT CO. OF AMERICA**

10866 WILSHIRE BLVD., 11<sup>TH</sup> FLOOR  
LOS ANGELES, CA 90024

PHONE (310) 441-8411  
FAX (310) 475-9112

March 22, 2005

Greenspan Co. / Adjusters International  
400 Oyster Point Blvd., #519  
So. San Francisco, CA 94080-1921

It is with pleasure that I enclose your check for the settlement of our Hurricane claim at our shopping center in Orlando, FL.

Once again, you have impressed me with your knowledge of insurance contracts and strategies of settling a claim of this magnitude. You and your team were on-site compiling the claim data within hours of my initial phone conversation with you. Our estimate of damage was nowhere near the amount that your estimators arrived at, or the amount that our insurance company finally settled for.

As you recall, I retained you in 1999 for a fire loss that my in-laws had suffered at their precision machining business in Van Nuys, CA. You did a great job in settling their claim, and you did a fantastic job of settling this claim. Thank you again!

Best Regards,



Scott Hendrickson