

1-24-96

THE GREENSPAN CO.
RANDOLPH GOODMAN, SPPA
400 OYSTER POINT BOULEVARD
SUITE 519
SAN FRANCISCO, CA. 94080

DEAR RANDY:

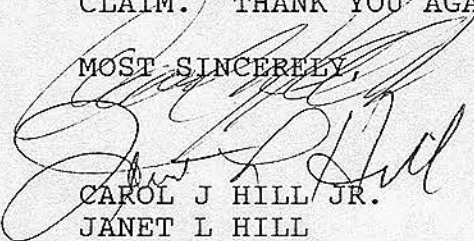
SINCE OUR HOUSE FIRE ON MARCH 26, 1995, WE HAVE GONE THROUGH MANY EMOTIONS, TRIALS AND TRIBULATIONS. IT HAS BEEN A TIME THAT WE WILL NEVER FORGET. THE GREENSPAN CO. HAS BEEN VERY HELPFUL TO US IN HANDLING A PART OF OUR BURDEN OF DEALING WITH THE LOSS OF OUR HOME AND OUR CONTENTS.

A GREAT DEAL OF THIS GRATITUDE GOES TO FRANK CANDIDO FOR HIS PERSISTENCE AND THOROUGH ADJUSTMENT OF OUR DWELLING CLAIM IN DEALING WITH THE RE-CREATION OF OUR HOME WITH THE ARCHITECT AND THE BUILDER IN ORDER TO RECEIVE THE MAXIMUM CONSIDERATION FOR OUR LOSS. HE WAS INSTRUMENTAL IN GUIDING US TO CONSIDER ALL ASPECTS AND ITEMS OF LOSS THAT MAY HAVE BEEN OVERLOOKED.

WE ARE VERY GRATEFUL TO ANNE MARIE LUKAS FOR HER TOTAL DEDICATION AND CONSIDERATION OF OUR CONTENT LOSS. ANNE MARIE WAS VERY CONSIDERATE OF OUR FEELINGS AND EXCEPTIONALLY THOROUGH AND EASY TO WORK WITH. IT WAS NOT AN EASY TASK TO UNDERTAKE. WE APPRECIATE THE MANY HOURS AND DAYS SHE SPENT WITH US TRYING TO RE-CREATE OUR CONTENT LOSS.

OUR FAMILY HAS MUCH TO BE THANKFUL FOR. FRANK CANDIDO AND ANNE MARIE LUKAS OF THE GREENSPAN CO. ARE A PART OF THAT. WE CONSIDER THEM FRIENDS AND WILL NEVER FORGET THEM. THEY ARE TO BE COMMENDED FOR THEIR PERSISTENCE AND THOROUGH ADJUSTMENT OF OUR CLAIM. WE HOPE TO MOVE INTO OUR NEW HOME IN THE NEXT MONTH AND ARE BUSY TRYING TO REPLACE SOME OF OUR CONTENTS. WE ARE VERY PLEASED WITH THE OUTCOME OF OUR CLAIM. THANK YOU AGAIN.

~~MOST SINCERELY,~~



CAROL J HILL JR.
JANET L HILL
14802 TOLLHOUSE RD.
CLOVIS, CA. 93611

CC STEVEN SOLOMON
FRANK CANDIDO
ANNE MARIE LUKAS