



Jack Sons Refrigeration, Inc.

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"Service That Makes A Difference"

Commercial
Sales, Service, Installation

October 14, 1999

To: Vivian G. Siebers, Grennspar Co.

From: Craig Thuet

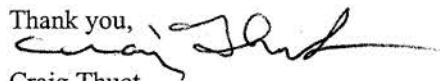
Re: Fire Insurance Claim Support

Dear Vivian,

Experiencing a fire is not exactly a pleasant experience. Your objective support and helpful information was a valuable contribution. The subcontracted claims person from my perspective was not looking after my interests. Your intervention made sure that I was treated fairly and our needs were met. I know the settlement would have turned out much more in the favor of the insurance company if your company would not have been involved.

Thank you again for all your support and help.

Thank you,


Craig Thuet