

Joseph and Helene Klein
501 North Citrus Avenue
Los Angeles, CA 90036

February 27, 2009

Arnie Abramson, SPPA
The Greenspan Company/Adjusters Int'l.
16542 Ventura Blvd. #200
Encino, CA 91436

Re: Our Fire to our Home

Dear Arnie,

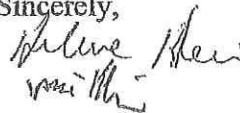
I am writing this letter in regards to the fire we had September 30, 2008, at our home that was in the midst of a remodel-we were adding a 2nd floor.

We have been so fortunate to have you and your company to represent us in our claim against our insurance companies. You are just the best! You are kind, caring, considerate and professional! You really and truly understand our plight and represented us appropriately! Never have you gotten upset or lost control! To me you are close to a saint! An angel that God has sent to help us through our misfortune!

More people in this world should be like you! The Greenspan Company is so lucky to have you in their company!

We hope we never have another fire, but if a friend or relative should suffer one, you can bet they will be calling Arnie Abramson and The Greenspan Company if we have any say in it.

Sincerely,

A handwritten signature in cursive script, appearing to read "Helene Klein".

Yossi and Helene Klein