

December 4, 2002

The Greenspan Company/Adjusters International  
8950 Cal Center Drive, Suite 255  
Sacramento, CA 95826-3259  
Attn: Steven L. Solomon

Dear Steven:

I just wanted to let you know how pleased my wife and I was with how you handled our fire damage claim. It was a great decision for us to retain Greenspan. You kept our insurance company and their agent on task. We ended up receiving reimbursement for more of what we were entitled to than if we had handled the claim ourselves.

We also appreciated your patience, promptness and courteousness in handling our questions/concerns.

Lastly, I also want to thank Sherry for handling all the paperwork and staying on top of the paperwork issues. She was great to work with. Your company is lucky to have her running things in the office!

Sincerely,



Asa James Dodd  
6708 Steiner Drive  
Sacramento, CA 95823