

March 5, 1995

Mr. Randy Goodman,  
Managing Partner  
The Greenspan Company  
400 Oyster Point, Suite 519  
South San Francisco, CA 94080

RE: 730 Larkin St, S.F., CA  
Your File Number 31137

Dear Mr. Goodman:

I am writing to express my appreciate for the help your insurance adjuster, Mr. David Verbits, provided in resolving my claims with my insurance company. Throughout the time Mr. Verbits represented me on my insurance claims, he was instrumental in negotiating my claims, conscious to always represent my best interest, dependable in getting the work done at the right time, and professional in the manner in which he conducted his business. In addition, he was sensitive to my financial and emotional support needs during the early months immediately after the unfortunate mishap which my family and I faced. But, above all, what impressed me most about Mr. Verbits was the fact that he always provided quality service. For example, no matter how busy he was, he would always call me back at my convenience and specified time. My family and I appreciate his assistance throughout our trying ordeal. Lastly, We would like to compliment your company for employing professionals such as Mr. Verbits to serve and meet the needs of your customers.

Sincerely,



George Fong