

The Futon Shop

THE FUTON SHOP
Arte Diamond
President

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APRIL 29, 1994

MR. KEN CROWN
THE GREENSPAN COMPANY
400 OYSTER POINT - SUITE 519
SO. SAN FRANCISCO, CA. 94080

RE: FIRE LOSS - 7/31/93
810 VAN NESS, SAN FRANCISCO

DEAR KEN:

WE LIKE TO THANK YOU FOR ALL YOUR ATTENTION AND COOPERATION IN ASSISTING US WITH OUR INSURANCE CLAIMS ON THE ABOVE FIRE LOSS. FROM THE MOMENT WE CALLED YOU -- YOU AND YOUR STAFF WERE ALWAYS AVAILABLE TO GIVE US DIRECTIONS, SUPPORT, AND INFORMATION.

YOU FOLLOWED UP OUR CLAIMS. YOU NEGOTIATED WITH THE INSURANCE COMPANY AND THEIR AUDITORS SO THAT OUR CLAIMS COULD BE RESOLVED FAVORABLY. OUR PHONE CALLS WERE ALWAYS RETURNED PROMPTLY. YOU ASSISTED US WITH ALL THE WORKSHEETS THAT THE AUDITORS NEEDED.

WE APPRECIATE YOUR PROFESSIONALISM AND YOUR ATTENTIVE SERVICES.

THANK YOU AGAIN AND OUR BEST WISHES.

YOURS TRULY,



SUZANNE DIAMOND
VICE PRESIDENT

America's Largest Futon Retailer