

REGENCY REAL ESTATE

Residential, Income, Business Opportunities

April 16, 1991

Kenneth Crown
The Greenspan Company
400 Oyster Point Blvd.
South San Francisco, CA 94080

Dear Mr. Crown:

We deeply appreciate your assistance in securing our recovery from the insurance company after the 1989 San Francisco earthquake-Loma Prieta. You and your company's attitude and efficiency in performance are highly appraised.

Our property located at 328/230 Shotwell Street, San Francisco, suffered a fire loss on November 23, 1989. Due to the fact that the property was built on landfill, it collapsed after the October 17, 1989 S.F. earthquake. Because we did not have earthquake insurance, our previous insurance company (Metropolitan Life Insur. Co.) refused to pay for any recovery. Fortunately, Mr. Crown came to our rescue at such desperate time. Through Greenspan Company's tough negotiations, we received recoveries which we never thought possible. Not only did we get paid for personal property, and structural damages, we also recovered loss of rents. Without you and your company's help, the Insurance Co. would never have agreed to such compensation and we would never have received fair recovery. If there is anything we can be of help, please do give us a call. I speak fluent Mandarin, Cantonese, and some Korean. Thank you again for all your help.

Sincerely,


Betty Sun Wong

BW/11

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Date: 3-26-1991

KEN CROWNE

GREENSPAN COMPANY

400 Oyster Pt Blvd, # 519

So San Francisco, CA 94080

Dear Mr. CROWNE and the company. 敬啟者:

萬分感激您們此次替我們在 1989 年
大地震後，為我門所爭取的一切賠償。您們
的敬業精神及工作效率，實令我門閣府敬佩
及感激在心。

我門的地產座落於 328-330 SHOTWELL STREET
SAN FRANCISCO, CA 94110. 經上次 10 月 17 日 1989 年三藩市
大地震，我門的樓宇由於建築於填河灣上，因此振倒。
因為我門沒有買地震保險 (Earthquake Insurance)，加上我
們原來的保險公司 (METROPOLITAN LIFE INSURANCE COMPANY)
一再拒絕對我門任何的賠償。在走頭無路之下，幸而 Mr. CROWNE
找到我門，經過 Greenspan 公司的再三交涉及協助。
我門終於得到出乎預料的賠償。賠償金額不但包括
私人財產、玻璃、部分建築之損壞，同時包括 Lost of Rent 等。
這些項目，我門從來就沒想過的項目。結果保險公司在无可奈何
的情況下，終於讓步，使我門受害人接受公平應有的賠償。
今後若有任何可以效勞之處，歡迎您隨時來電指教。我台說且精通
多種語文，中文、粵語、廣東話及韓文，請您一切幫助。
順頌
生意興隆。

黃仲仁
孫翠蘭 敬上