



January 8, 1990

TO WHOM IT MAY CONCERN:

We had a fire. We were totally unprepared to do what had to be done in order to process the numbers and prepare the claims. So we decided to seek assistance. THE GREENSPAN COMPANY was our choice, and SHELLIE ROBIN LANDA, CPA, Insurance Adjuster, was assigned to our case.

SHELLIE LANDA did a professional job of processing our claim--the proof, we collected the maximum for which we were insured for the building, the contents, and the income loss.

The only way we could have improved on that, would have been to have consulted with SHELLIE LANDA prior to setting the limits. The policy limits should have been nearer to the replacement cost than depreciated book.

We are satisfied customers. We hold SHELLIE LANDA in the highest regard. She processed our claims with maximum results, and also consulted on the tax implications of our losses and moneys received. She also will consult with us on our future insurance needs.

SHELLIE LANDA worked with poise and dignity at all times--even when we failed to provide the necessary information, and even when the insurance company changed adjusters mid-stream, and neither adjuster seemed to know the business.

Quite obviously, SHELLIE LANDA enjoys her work, and does it very well. Her professional approach gave credibility to our claims and our reports. Never a question. Never anything disallowed. Requests for additional information a time or two, but that is all.

I sincerely hope we do not ever have to file another claim. But for those who must, we recommend SHELLIE ROBIN LANDA, THE GREENSPAN COMPANY without reservation. What little the service costs is more than paid for by maximum benefits, the support at a time of great stress, and the sure knowledge of how to do what, and when. Perhaps we were unlucky to have sustained the losses, but we were indeed fortunate to have found SHELLIE ROBIN LANDA, THE GREENSPAN COMPANY, to help us turn a disaster into an opportunity.

MARGARET M FLEMING
Co-owner, THE PLANT COMPANY

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Plant Propagators