

May 10, 1999

Greenspan Company  
16542 Ventura Blvd.  
Suite 200  
Encino, California 91436

Gentlemen:

It is now one year and two months since the tragic fire we experienced with our four plex in Barstow, California.

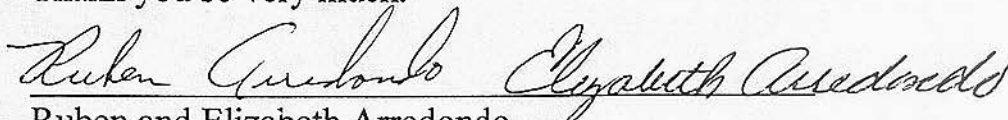
We are extremely glad that we chose Greenspan to represent us in the negotiations with our Insurance Company. It has truly been our good fortune to have had the expertise that is required to deal with all parties involved when a fire occurs.

Even though we have been criticized for using a mediator such as you, we now know that we would have been very naive and would have accepted what was offered instead of what was legitimate.

I would gladly encourage anyone who has a fire to definitely call Greenspan.

We were especially pleased with Joe LaBrunda's patience and expertise in dealing with all the negotiations.

Thank you so very much.

  
Ruben and Elizabeth Arredondo  
Barstow, California