

November 4, 1992

President  
The Greenspan Company  
400 Oyster Point Boulevard  
S. San Francisco, CA 94080

Dear Gentleperson:

This is a letter of appreciation and thanks for your representative Ken Crown. His service was excellent, consistent, productive and he was also very kind. During one of the most tragic times in my life, he was not only tenacious but outstanding in dealing fairly with all legal and insurance concerns having to do with my house.

To use the vernacular, Ken Crown is not only sharp but unique in that "he has guts". He came to do measurements on a cold, rainy night amidst the black rubbish that had been my home. Also, Mr. Crown returned all my telephone calls, which in itself, is rare.

My heartfelt thanks goes out to Greenspan and especially to Ken Crown!

*Norma*

Norma Clayton  
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