

**GALLANIS ENTERPRISES INCORPORATED.**  
**GALLANIS PROPERTY MANAGEMENT**

1978 EAST COLORADO BLVD.  
PASADENA, CALIFORNIA 91107

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Phone 626-793-3474  
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April 19, 2004

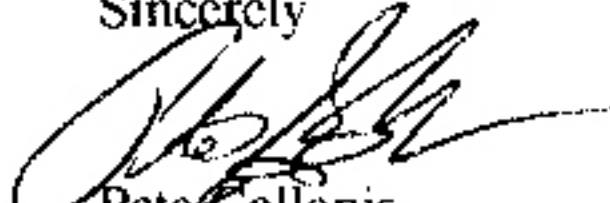
The Greenspan Company  
Adjusters International  
Attn., Arnie Abramson  
16542 Ventura Blvd.  
Suite 200  
Encino, California 91436-2092

RE: 4500 San Fernando Road, Glendale, CA.

Dear Mr. Abramson:

In todays business environment it is extremely important that when you procure the services of a company to expedite matters with respect to insurance, that the company act fast. Your company went above and beyond, with its handling of my claim. I couldn't get a single response from my own insurance company, and I thought that I would have to instigate legal action. Nonetheless your company acted swift and immediate. I want to thank you personally for all your help in handling my claim. Without your assistance I would still be in the same place I started six months ago. Should you need my reference in the future feel free to call me. Again on behalf of the entire Gallanis Family thank you.

Sincerely



Pete Gallanis