

April 11, 2010
P O Box 1135
Aptos, CA 95001

The Greenspan Company
75 E. Santa Clara St.
Suite 380
San Jose, CA 95113

Attn: Kenneth Crown
Re: 122 Towne Terrace

Dear Ken,

On this, the 6 month anniversary of the fire at our family's apartment house, I wanted to express my appreciation to you for your work on our behalf. When I met you 6 months ago, I had no idea how important your assistance would be to us. Even though the insurance carrier's representative recommended against hiring an independent adjuster we followed the advice of our property manager, Real Estate Connections, and contracted with your firm. That was the right thing to do considering our lack of familiarity with this situation.

From the first day when you stopped Paul Davis Co. from power washing the walls your assistance has been invaluable. Their unauthorized action could have exposed us to fines since there is lead paint on the walls. Of course, your major contribution has been the ongoing negotiation with the insurance company and contractors to bring us to where we are today. Reconstruction work has begun and we were given a substantial monetary settlement from the carrier with an excellent scope of work. There is no question your efforts resulted in a payment and scope far in excess of what we would have received without your participation.

We are certainly a satisfied client. Feel free to use us as a reference for any interested parties that might be considering your services.

Sincerely,



William Heiss
General Partner
Heiss Family Limited Partnership

cc Real Estate Connections