

Auntie Barbara's Antiques

238 SOUTH BEVERLY DRIVE
BEVERLY HILLS, CALIFORNIA 90212

(310) 285-0873

Arnie Abramson, SPPA
Executive General Adjuster
The Greenspan Co.
3600 Wilshire Blvd. #300
Los Angeles, CA 90010

June 30, 1998

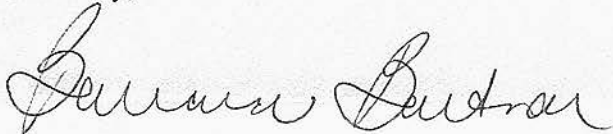
Dear Arnie:

I am sending this letter to you to express my deep appreciation of the way my claim was handled through you. It made everything that seemed so complex and difficult so easy: you arrived at my business, examined the situation and submitted my claim to the insurance company.

I hope I never have to deal with a problem like this again. But if I do, I will certainly want to have someone like you by my side.

With best regards and many thanks again.

Sincerely,



Barbara Bartman