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BUSINESS IMPROVEMENT DISTRICT

522 South Main Street
Los Angeles, California 90013
email: historiccore@att.net

The Greenspan Co. / Adjusters International
16542 Ventura Blvd., Suite 200
Encino, CA 91436-2092

August 3, 2001

Re: Fire loss, Hilda Aslan, Your File #:9960

Congratulations on the settlement that you and your organization achieved on the above loss located at 518 South Main Street in downtown Los Angeles' Historic Core. This was a major alarm fire in a commercial building that received extensive media coverage. As the property owner, the day after the fire I was confronted by worried tenants and the long process of dealing with the insurance company and its' adjusters.

I am the executive director of the Historic Core Business Improvement District; an elected property based organization representing 150 properties in a 12-block area of downtown Los Angeles. Handling this matter myself was not a difficult task for me, since I am a former in-house trial attorney for Hartford Insurance Company and my present job requires the oversight of major development projects. My experience in business and law, however, gave me the wisdom to hire a professional to handle this loss. After interviewing several insurance adjusters, your company appeared far superior to the other firms I interviewed. Gary Johnson and your company handled the loss without any real involvement of my time; Mr. Johnson handled all matters of the loss through the settlement. The most amazing aspect of the settlement is that even with my knowledge of the insurance and construction industry, the settlement amount was 100% above my estimate of my loss. Further, your company also handled my tenants' losses, and instead of creating a conflict of interest as I expected, it created more harmony and a better working relationship with my tenants. My tenants did not have the feeling I was doing anything behind their backs since we all had the same adjusting company.

In conclusion, your company was professional and delivered beyond my expectations. I would use them again and I would recommend you should use them.

Thank you again.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Kenneth Aslan'.

Kenneth Aslan,
Executive Director