

May 11, 2004

The Greenspan Company
16542 Ventura Blvd., Suite 200
Encino, California 91436-2092

Dear Gentlepeople:

I wanted to thank you for the highly professional service you rendered in negotiating my insurance claim with Farmers Insurance. My home and most of the contents were lost in a fire in 2002. In hindsight, retaining your company to serve as adjusters was a *great* decision. I am an attorney with both commercial construction and insurance litigation experience.¹ However, I soon discovered that my legal knowledge was no substitute for your company's specialized expertise and practical experience with the myriad of insurance issues that arise following a major residential fire. I am confident that you achieved a better financial result than I would have achieved on my own or working solely with a contractor.

Suzy Kim was the first person to contact me from your company. She was, from the start, professional, personable and service-oriented. Without being patronizing, she was sensitive to challenges I faced as a busy professional responding to a major life upheaval. Suzy met with me several times at my convenience in various locations. She patiently provided the information I required to make a decision about the best course to take, often offering practical suggestions that would apply whether or not I hired your company. Her forthrightness and attentiveness did much to convince me that with Greenspan would come not only the resources of a big company, but also fair, personalized service.

The expectations Suzy created were fully met in my interactions with Arnie Abramson. Arnie proved to be a knowledgeable and vigorous advocate for my interests. He kept me informed, and, like Suzy, was responsive and supportive. Arnie achieved an excellent result with the insurance company, and his even keel and sense of humor did much to ease the personal strains of attempting to rebuild after the fire. Although I hope I never have a reason to, I would not hesitate to work with Arnie again.

Sincerely,


Cheryl White Mason

¹For purposes of identification only, I was formerly a litigation partner with an international law firm headquartered in downtown Los Angeles, and am now in charge of civil and construction litigation for the City of Los Angeles.