

Jerilyn Brown
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July 20, 2001

Mr. James Warren
The Greenspan Company/Adjusters International
16542 Ventura Boulevard, Suite 200
Encino, California 91436-2092

Re: Stonecrest Patio Homes Earthquake Claim

Dear Jim,

Today is the second anniversary of the infamous homeowners meeting at our pool when I forced the Board's hand into investigating hiring Greenspan to re-open our earthquake claim. I think the impact of the settlement of our claim at \$3.3 million is just now sinking in – and I'm walking around with a big smile on my face. People are probably wondering what I'm up to!

Please accept my personal gratitude and appreciation for the two long years of hard work you gave to our claim. Your talent, skill, tenaciousness, and calm demeanor have been a source of comfort to me during some really tough days. As the instigator of this undertaking, I have had a very personal stake in this journey. Your abilities have always instilled confidence that our pursuit would end in a victory we could all savor. And, it has. Congratulations!

Jim, it has been a pleasure working with you. Your warmth, listening skills, and kindness along the way are appreciated. You are a professional in the true sense of the word. Although I am thrilled that this portion of claim is about to be finalized, I feel sad that our working relationship is ending. Thank you for the respect and concern you have shown me personally.

I wish you every success in all of your future endeavors.

Sincerely,



Jerilyn Brown
President
Stonecrest Patio Homeowners Association.