

October 31, 2003

To Whom It May Concern:

This letter highly recommends the services of the Greenspan Co. /Adjusters International.

Avistar Communications, a leading provider of video collaboration products and services, was severely impacted by the September 11 tragedy, both due to the proximity of its NYC office to the World Trade Center, but also due to the impact of the terrorist attack on its client base and pending sales orders. We filed a business interruption claim with our insurance carrier in 2002 and proceeded to negotiate towards a resolution of the matter.

Not until we engaged Greenspan, and more specifically, Chris Glenister and Paul Migdal, did we begin to feel that our claim would be properly considered. The process of demonstrating our losses to the carrier proved to be a torturous effort, and Paul and Chris demonstrated a high degree of expertise, resourcefulness and tenacity. During this effort, they became trusted partners. Their intensity never wavered, and their motivation always appeared to be as much hormonal /competitive as financial. They were great resources to have representing us, and I have absolutely no doubt that we would not have accomplished the reasonable result that we did without their dogged pursuit of a fair resolution.

God willing, Avistar and I will not need to deal with such a traumatic and complex situation again. On reflection, going into this with no experience, and facing an insurance carrier and their adjustor -- who deal with these situations daily as a matter of course -- made for an initial, frustrating assessment of our ability to receive the coverage that we had paid for. Greenspan more-than-leveled the field.

I would be more than happy to discuss our experience with Paul, Chris and the Greenspan Co. in greater detail, as you may require /desire.

Regards,



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