



Disney Consumer Products

Barton K. Boyd
President

August 1, 1995

Mr. Richard Tanitsky
The Greenspan Company
Suite 620
19100 Von Karman Avenue
Irvine, CA 92715

Dear Richard:

The emotional trauma of losing our newly-built home in the October '93 Laguna Beach fire was painful to say the least.

Little did my wife and I realize the struggle and ordeal we would face when dealing with our insurance company. My wife carried most of this burden, as I was working and traveling a great deal.

Our decision to retain The Greenspan Company was indeed invaluable. Richard, you and your colleagues have been extremely professional and courteous. I would not hesitate recommending you and your organization.

As you know, we are rebuilding on the same location and look forward to having you as our guest the minute the home is finished.

Once again, thank you for your guidance through the maze.

Sincerely,

A large, stylized handwritten signature in black ink that reads "Barton Boyd".

cc: Mr. Bill Rake