

September 27, 1998

Kenneth J. Crown
The Greenspan Co./Adjusters International
60 S. Market St., Ste. 760
San Jose CA 95113-3323

Dear Ken:

I wanted to again thank you for your impressive work in negotiating our claim with T.I.G. Insurance after our home burned down in February of 1997. You and your staff, especially Ron Semenza and Julie Fenyas, were extremely helpful and knowledgeable. Karen and I didn't realize we had accumulated so many personal property items over the years.

Your staff's ability to rummage through all the debris and physically identify fire destroyed items (some of which we might have overlooked or would have given up looking for) was instrumental in helping us recreate an inventory of all our personal belongings.

Through your efforts in negotiating our building loss, we were able to rebuild a much larger and more beautiful home than the one we lost in the fire. You certainly earned your fee and I would highly recommend **The Greenspan Co./Adjusters International** to anyone else who should have the misfortune to suffer a major fire loss such as ours.

Please keep in touch and let us know how things are coming along.

Gratefully,



Robert & Karin Elliott
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