

RAPPORT International Furniture

Telephone (323) 930-1500, Fax (323) 930-1560
Closed Sundays and Mondays
www.furniturecontemporary.com

March 7, 2001

Mr. Arnie Abramson, SPPA
The Greenspan Company
16542 Ventura Blvd. #200
Encino, CA. 91436

RE: Water Damage Claims

Dear Arnie:

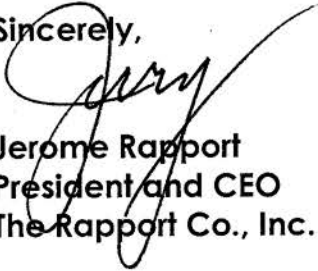
I wanted to take a moment to thank The Greenspan Company and particularly you for handling my two water loss claims.

From our initial meeting, I knew that with your knowledge and tenacity, you would achieve results beyond what I could have done on my own, even after I paid for your services.

I hope we never have any more insured losses, or any losses for that matter. But if we do, you can be sure that I will call you to handle my claim. If I can help you with other potential clients, please feel free to have them call me.

Again, you have my heartiest thanks for not one but two jobs well done.

Sincerely,



Jerome Rapport
President and CEO
The Rapport Co., Inc.

JR/lr