

July 16, 1996

Mr. David Verbits  
The Greenspan Company  
400 Oyster Point Blvd., Suite 519  
South San Francisco, CA 94080

Re: Fire Loss of May 12, 1995  
Foster City, California

Dear Mr. Verbits:

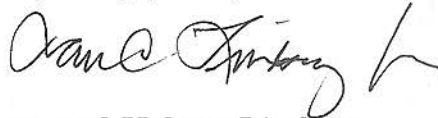
We wish to commend you and a superb supporting staff in your handling of our fire loss of May 12, 1995.

We cannot think how we could have coped through all of the pain without your expertise in handling our claim.

We specifically commend Anne Marie Lukas in organizing our inventory and your shrewd negotiations in bringing us a settlement that exceeded our expectations. We are indeed very pleased with the outcome.

Thanks again for all your help throughout the handling of this matter.

Very truly yours,

A handwritten signature in cursive script, appearing to read "Dan and Helena Lindsey".

Dan and Helena Lindsey