



CUSTOM LITHOGRAPH

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February 7, 2001

Arnie Abramson, SPPA
The Greenspan Co./Adjusters International
16542 Ventura Boulevard, Suite 200
Encino, CA 91436-2092

Dear Mr. Abramson:

Thank you for securing payment from CNA of \$65,000 for our claim stemming from the gear breakdown(s) of our printing press. We appreciate the professional and expedient way in which you handled our account.

Sincerely,

George R. Lewis
General Manager