



December 30, 1986

Randolph H. Goodman, Vice President
The Greenspan Company
400 Oyster Point Blvd.
South San Francisco, Ca. 94080

Dear Randy:

I'm Impressed!

You seem to have a very efficient rapport with insurance company adjusters.

You quickly settled my loss without sacrificing full value. I could not have done as well; a lawyer could not have done as well.

You continually kept me fully informed.

You hand delivered checks immediately.

In short, you did an extremely professional job.

I sincerely thank you,

Mario Affinito

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