

HEALTH CLUBS
WORLD FOR WOMEN
WORLD FOR MEN
AND SPAS

3280 MOTOR AVE.
CHEVIOT HILLS
CALIFORNIA 90034

March 1, 1984

Sidney Greenspan
The Greenspan Company
3550 Wilshire Blvd. Suite 1040
Los Angeles, Ca. 90010

Dear Mr. Greenspan:

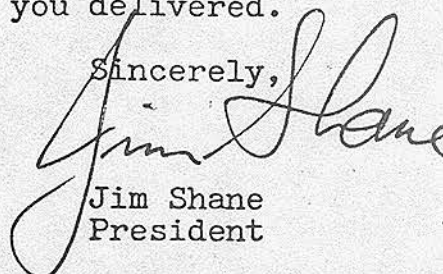
This is an unsolicited letter of appreciation for the fine work done by your staff.

Turmoil and confusion always seem to follow disaster and our situation was no different. However, due to the efforts and efficiency of the Greenspan Company our insurance settlement was satisfactory and in retrospect it's obvious that we could not have accomplished the same good results that you achieved.

All of your personnel are to be commended for their professionalism and competence and a special note of thanks to Gary Johnson for his consistent patience and effort on our behalf.

You promised - - - you delivered.

Sincerely,



Jim Shane
President

JS:cj