DELL MARCOUX
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Orange, California 92667

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August 13, 1994

Mr. William Rake
President, The Greenspan Company
3600 Wilshire Boulevard, Suite 300
Los Angeles, CA 90010

Dear Mr. Rake:

On Thanksgiving evening last year, a fire destroyed our home almost entirely. Immediately afterwards we were the target of a steady stream of people on our doorstep only too eager to represent us as public adjusters. We had no idea what a public adjuster did, and we resolved that we could and would do all of the work ourselves. However, it quickly became evident that the task of rebuilding our lives and dealing with the multitude of details involved in the insurance claim were going to be more than we could handle. Within a single 24-hour period we had three recommendations from people we trusted to speak to one company, The Greenspan Company. And so, I had my first meeting with a representative of your company. It was obvious from the start that we did indeed need your services.

Our principal motivation for choosing The Greenspan Company was to help us in preparing the extensive contents inventory, and indeed, had you done nothing more, your services would have been well worth it. Mary Dolan did a superb job of working with each of us to establish the items lost in the fire. She was compassionate, patient, persistent and thorough. She was particularly proficient at establishing values for the many antiques and collectibles we lost. She was willing to go to almost any length to serve us, and we are most appreciative for her fine efforts.

But the contents inventory was only a small part of the services provided by The Greenspan Company. Mr. Richard Tanitsky took over all of the negotiations with the insurance carrier, the contractor, and the restoration company with expertise, dedication, and professionalism. He was quick to respond to my questions and requests, and he truly cared. As time has passed, I realize that he could not have approached it with more tenacity if it were his very own fire. He represented us extremely well. I have no doubt that the size and scope of our settlement is as large as it is because of Mr.Tanitsky's efforts.

Now, some 9 months later, we are in the process of moving back into our rebuilt home and hope to reach final settlement soon with our insurance company. Our new home is far beyond what we could have dreamed it would ever be. I highly recommend your services to anyone who might find themselves in a similar difficult circumstance.

Thank you for bringing some happiness into what began as a tragedy.

Sincerely yours,

Dell Marcoux

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