

July 31, 2007

Gordon Scott
The Greenspan Co./Adjusters International
400 Oyster Point Blvd, Suite 519
South San Francisco, CA 94080

Dear Mr. Scott:

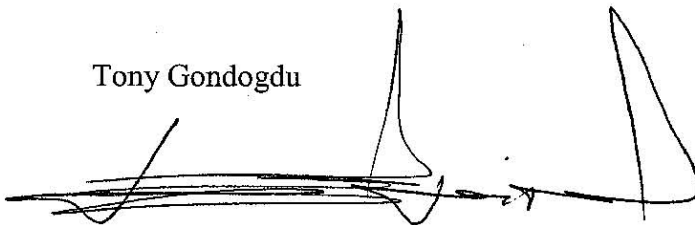
I experienced a fire to my commercial building which resulted in considerable damage to the three rented units contained. My building was in the process of being sold and this fire occurred at the worst possible time for me. I am a very busy businessman who owns several buildings and restaurants throughout the Bay Area and I did not have the time to handle the insurance claim related to this fire.

As a result, I hired The Greenspan Company. Paula Borges was very convincing in that your company would insure me the best possible settlement in as timely manner as possible. My claim was given to Jessica Bivens to handle. She was very professional and she understood the urgency of my situation. She also informed me that I could purchase a replacement building and still collect the full amount due to me on the repairs of my damaged building. Through Jessica's constant efforts and aggressive approach with the carrier, I collected my full repair amount and in fact did purchase a replacement building. Jessica also aggressively pursued my loss of rents and was able to collect for several months in spite of the fact the building had been sold and the 2 of the 3 tenants had returned to business very soon after the fire.

I am very satisfied with the services provided by The Greenspan Company and while I hope I never need to use your services again, I would most certainly choose to use The Greenspan Company once more.

Sincerely,

Tony Gondogdu

A handwritten signature in black ink, appearing to read 'Tony Gondogdu', written over a horizontal line. The signature is stylized with a large loop on the right side.