



11-8-99

MR. JOE LA BRUNDA  
 THE GREENSPAN CO  
 16542 VENTURA BLVD  
 SUITE 200  
 ENCINO, CA. 91436-2092

DEAR MR. LA BRUNDA

WE WOULD LIKE TO EXPRESS OUR SINCERE APPRECIATION AT THIS TIME FOR THE INSURANCE CLAIM ADJUSTMENT SERVICE OF OUR FIRE LOSS ON NOV. 8, 1998 BY YOU AND M'S ELAIN HUI.

IN SPITE OF 3RD RATED INSURANCE COMPANY'S DELIVERATE DELAY AND INGNORANCE, YOUR PERSISTANCY FINALLY PAID OFF AND WE ARE SATISFIED WITH THE CLAIM.

WE ARE HAPPY TO RECOMMEND YOU AND YOUR COMPANY IF A REFERENCE IS NEEDED.

SINCERELY YOURS  
 LILY HYON

\* 화재 보상을 성심껏 해결 해주셨기 심심한 감사의 뜻을 토하여 GREENSPAN 화사를 추천합니다.\*