



October 23, 2006

Mr. Arnie Abramson, Partner  
Executive General Adjuster  
The Greenspan Company  
16542 Ventura Blvd. #200  
Encino, CA 91436

Re: Fire Loss 3-6-04  
Commercial Building  
Los Angeles, CA

Dear Arnie:

On March 6<sup>th</sup>, 2004, a fire virtually destroyed our 4-story building on Cahuenga Blvd. The building was completely involved by either fire, water, smoke or all three. We were overwhelmed. It was all we could do to run our daily business, we had no way of dealing with the complexities of a fire claim of this magnitude.

We were approached by The Greenspan Company/Adjusters Int'l and learned that there were advocates for the insureds that "fought the battle" for you against your own insurance company. After conferring with the people at Greenspan we decided to hire them as our advocate.

Arnie Abramson of The Greenspan was the reason we hired on with Greenspan to begin with, and he stayed on as OUR adjuster. Arnie dealt with the fact that we were under-insured but managed to get our collectible figure in the area that was needed to repair the building despite the co-insurance penalty we suffered for being under-insured. He got the scope of damage paid for far beyond where the Insurance Company was willing to pay when they first presented us with their position.

I hope we never have another fire, but if we do, we will not hesitate to call The Greenspan Company in to fight the battle, and a battle it is. We cannot express enough how thankful we are for the job Arnie and his staff did for us following this awful fire. Thanks again for a job well done.

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin Mills", with a stylized flourish at the end.

Kevin Mills, Owner Keda, Inc.