



August 30, 2005

Mr. Robb Greenspan
The Greenspan Co. / Adjusters International
16542 Ventura Boulevard, Suite 200
Encino, California 91436

Dear Robb:

There are all sorts of platitudes that lead one to believe that "out of sight, out of mind" has merit and that unless one's consultant is constantly by your side how valuable can he or she be. Your efforts on our behalf proved that this does not have to be the case; quite the contrary.

On October 3, 2003 our property in Lafayette, Louisiana was severely damaged by Hurricane Kate. We had plenty of insurance, provided by a company with an excellent reputation. With our knowledge of construction we believed that we could handle the claim on our own. We were wrong.

From the start the insurance company adjuster tried to impose upon us a special purpose deductible that was inappropriate to our claim. Had he succeeded the claim of nearly \$400,000. would have been less than the deductible and we would have collected nothing. Instead, you fought for us and got us everything.

The distance between our claim and your offices was no impediment to your doing a great job for us. You responded promptly to our needs and arrived at the loss location as quickly as if your offices were across the street in Louisiana.

Were we to have another insurance claim, we would surely hire you no matter whether our property was around the corner or around the world.

Very truly yours,

A handwritten signature in black ink, appearing to read "Clayn Smith", is written over the typed name.

Clayn Smith
Vice President



May 31, 2006

Mr. Robb Greenspan, Principal
The Greenspan Co.
16542 Ventura Boulevard, Suite 200
Encino, CA 91436-2092

Dear Robb:

I wanted to write to thank you for your efforts on our recent hurricane related claim. This is now twice that you have come to the rescue for us and have generated very successful settlements with our insurance carriers. The settlements are all the better that that through your skillful handling the carriers remain friendly and good continuing business partners. We appreciate your direction and help.

Though we hope that these types of claims will not reoccur, we will contact you early if they do.

Thanks again,

Clayn Smith
Vice President



May 31, 2006

Mr. Robb Greenspan, Principal
The Greenspan Co.
16542 Ventura Boulevard, Suite 200
Encino, CA 91436-2092

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Though we hope that these types of claims will not reoccur, we will contact you early if they do.

Thanks again,

Clayn Smith
Vice President



September 18, 2006

Mr. Robb Greenspan
The Greenspan Co./Adjusters International
16542 Ventura Boulevard, Suite 200
Encino, CA 91436-2092

Re: Caffery Plaza

Dear Robb:

We finally got the money from the Caffery settlement. The delay involved getting the check in a depositable form. All done now though, so enclosed is a check representing your payment from the settlement of the insurance matter regarding Caffery Plaza. We had to endorse the check and send to Woodman for deposit. They then wired the money to us and it just arrived on Friday.

Thanks for all of your help on this matter. We recommend you to everyone.

Sincerely,

A handwritten signature in black ink, appearing to read "Clayton Smith", written over the printed name.

Clayton Smith
Vice President