

Chez Bon Guest Home

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August 30, 2005

Mr. John Hartshorn
The Greenspan Company
16542 Ventura Boulevard, Suite 200
Encino, California 91436

Dear Mr. Hartshorn:

I am writing this letter to express my appreciation to you and your colleagues at the Greenspan Company for the superb work you did on behalf of my facility. After our incident, we were visited by the insurance company, whose original estimate for the amount of damage was fully one-third of the actual amount we were eventually awarded.

It was your skillful management of our claim, Mr. Hartshorn, that made it possible for us to properly restore the areas of our building damaged in the fire. We were also able to replace the furniture and other fixtures that were damaged.


Working with the insurance company was very difficult and frustrating. Processing every aspect of our claim seemed to take an incredible amount of time. Nevertheless, you were extremely conscientious in keeping in touch with the insurance company and making sure that they fulfilled their obligations.

In addition, every aspect of my interactions with you (and indeed everyone at the Greenspan Company) was very pleasant and professional. My calls were always returned promptly and I felt that you and your staff were always accessible.

It would give me great pleasure to recommend the Greenspan Company.

Thank you so much.

Sincerely,



Marcia Rubin