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John Hartshorn
The Greenspan Company
16542 Ventura Blvd., Suite 200
Encino, CA 91436

Dear John,

Thank you so much for the work you and the Greenspan Co. did to help us get our fire damaged retail store reopened quickly, with a minimum of problems and a maximum of support.

The issues raised came fast and furious:

The damage a "small fire" did.
The dozens of calls I received within 24 hours from adjusters and contractors.
The immediate need for a reliable contractor.
The knowledge necessary to handle every phase of the claims process.
The communications necessary to get the full support of the insurance company.

You and the Greenspan Co provided the information and support necessary to thoroughly address these issues and more, and get the building rebuild quickly and my tenant back in business.

Undoubtedly there are many wonderful people working at Greenspan but I know your personal attention was key to everything going smoothly. We were extremely satisfied with your work .

Thank you.

Have Fun,



Jim Greenwood