

## SILICON VALLEY HUMMER

620 Blossom Hill Road

Los Gatos, Ca. 95032

(404) 358-7070

October 6, 2006

Mr. Kenneth J. Crown  
The Greenspan Co./Adjusters International  
Two North Second Street, Suite 1215  
San Jose, CA 95113

Dear Ken,

It gives me great pleasure to forward to you this letter of recommendation. Yesterday, I stopped off to provide a check to Bill Greenspan for your firm's fee. I can tell you I had no hesitation paying your fee as it was the wisest investment I have ever made. From the onset Ken, you set out a strategy in dealing with both the building, personal property and extra expense losses. Your team of Bill Greenspan and Chris Glenister were extremely helpful in securing the information that we had trouble procuring for our claims process. We would have never been able to do it without you and your associates' help.

I want to take this opportunity to thank you for getting Bill Greenspan on board as I know he was helpful to you in dealing with the day to day paperwork with Mike Allen. However, Ken, my deepest gratitude goes to you and your abilities not only to increase substantially the collectible building proceeds, but to come up with the idea of having the building proceeds assigned over to us from the landlord so that we now have monies that we would not have otherwise recovered to go out and build a brand new automobile dealership. Your services paid us ten fold, and I would be happy to speak with any perspective clients in regards to your firm's services.

Respectfully,



Ron Battistella, President  
Los Gatos Auto Mall, Silicon Valley Hummer, Los Gatos Hummer  
620 Blossom Hill Road  
Los Gatos, CA 95032

Cc: Bill Greenspan