



April 14, 2002

Mr. Rob Greenspan
The Greenspan Co./Adjustors International
16542 Ventura Boulevard, Suite 200
Encino, California 91436-2092

Dear Mr. Greenspan,

I wanted to take a moment and thank you, your company and in particular Arnie Abramson. Your firm took on my very old Concepts + commercial water damage claim and did a miraculous job. Arnie was the adjustor on the case, and not only did he get the insurance company to reopen the 7 year old claim, but he got incredible results in procuring a 'very' favorable settlement for me and my company.

He was easy to work with and very helpful in suggesting how to recapture old data and in what form to prepare it so he could present it to the insurance company. His suggestions and directions really paid off for us in a big way.

Thank you for being willing to take on an unusual and more difficult claim like mine. I truly appreciate it and the professional and courteous way that your staff handled my affairs. I feel very comfortable recommending the Greenspan Company, and especially Arnie Abramson to those in the future who might need your services.

Gratefully,

A handwritten signature in blue ink that reads 'Maxine Mitchell Zetler'.

Maxine Mitchell
President

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