

Arden Hills
COUNTRY CLUB

February 13, 1996

Bill Burns
The Greenspan Company
3600 American River Drive, Suite 145
Sacramento, CA 95864

Dear Bill,

I wanted to formally thank you for the work that the Greenspan Company performed for Arden Hills Country Club. As I look back over the past year and a half of dealing with our insurance company, I feel very fortunate that we employed your services. All of the representatives of your organization were both knowledgeable and professional. I believe that without your services Arden Hills would have received less than seventy five percent of the collected claim, even though it was entirely justifiable.

What I did not realize prior to this experience was the degree to which the insurance company would use their knowledge advantage to keep the claim to a minimum. In addition, the volume and scope of the information that was demanded to justify the claim put us in a position that could be likened to an IRS audit. It would have been impossible for me to run my business and do battle with the insurance company without the services of the Greenspan Company. I would highly recommend your services to any business. Thanks again for everything.

Sincerely,



R. Brett Favero
General Manager, AHCC