

April 5, 2004

Mr. Brian W. Molineaux SPPA  
Vice President  
The Greenspan Company  
Two North Second Street  
Suite 1215  
San Jose CA. 95113

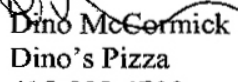
Dear Mr. Molineaux:

Thank you for the outstanding service you provided at my time of need. My Victorian home in San Francisco suffered a fire and with the help of you and the Greenspan Company my Insurance Claim was settled most efficiently and equitably.

As a business owner my time is limited and by your company handling all the details and discussions with my Insurance Company allowed me to continue running my business and restoring my home. Your attention to all the details and costs associated with my claim presentation certainly increased my recovery.

Please extend my appreciation to everyone at your company and I hope I never need your services again. I highly recommend should anyone suffer a fire or severe loss they should immediately engage your services.

Sincerely

  
Dino McCormick  
Dino's Pizza  
415-922 4700  
San Francisco CA