



May 15, 1990

Mr. Randolph H. Goodman  
THE GREENSPAN COMPANY  
400 Oyster Point  
South San Francisco, Ca. 94080

Dear Randy:

The Fanucchi Family would like to extend our "HEART-FILLED THANKS" to you and The Greenspan Company for making an-almost-impossible roof collapse claim accepted by our Insurance carrier.

Without a doubt, one of the best business decisions in my 25 years as President of Granada Bowl, Inc., was that of choosing the Greenspan Company to represent us in a most complex claim.

Times were most difficult for our entire family as we saw 25 years of hard work falling to the ground. From the time we acquired your services, until the close of the claim ten months later, you gave us unbelievable attention and most positive results.

The Insurance carrier went 45 days before accepting our claim. You were continually in touch with our carrier and always kept us informed of the progress. You had to hurdle many obstacles along the way, such as a most "unreasonable" adjuster, that did all he could to have our claim denied.

If the claim was denied, it would have been such a major setback that we would have never recovered. But THANKS TO THE GREENSPAN COMPANY, when it was all over, we received over \$550,000 from the carrier...way-way over our expectations.

We highly recommend The Greenspan Company and please feel free to use us as a reference. It would give us great satisfaction to help someone else make the decision that may save their future.

.....And finally Randy, words cannot express our feelings to you. Your professional talent, advice, consoling and "TRUE FRIENDSHIP" will never be forgotten.

BOWLINGLY YOURS,

DENNIS G. FANUCCHI  
President

CELEBRATING



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