



May 13, 1992

Mr. William V. Greenspan  
The Greenspan Co. / Adjusters International  
400 Oyster Point, Suite 519  
South San Francisco, CA 94080

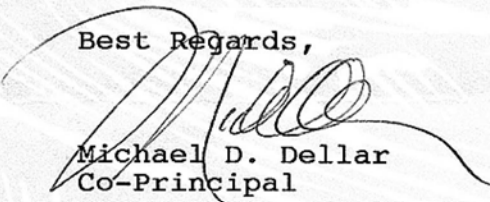
Dear Bill:

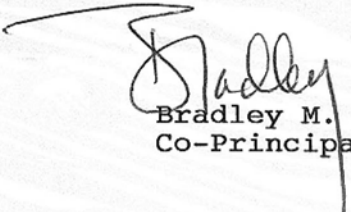
We are pleased to send along this letter of praise for the services provided by The Greenspan Co. / Adjusters International

From the outset, you and your associates provided The Lark Creek Inn with the highest possible level of professional service. From assisting with the virtual immediate start of reconstruction after our fire, through reopening, and culminating with an equitable recovery from our insurance carrier, The Greenspan Company's efforts were first-rate.

Should we have the need for independent insurance adjustment services in the future, the first call we make will be to The Greenspan Co. / Adjusters International

Best Regards,

  
Michael D. Dellar  
Co-Principal

  
Bradley M. Ogden  
Co-Principal

MDD/jr