



MBA Polymers, Inc.

March 22, 2004

Chris Glenister
The Greenspan Co. / Adjusters International
400 Oyster Point Blvd., Suite 519
South San Francisco, CA 94080

Dear Chris:

If you ever need a recommendation to a future client, you may have them call me. It was a pleasure working with you, and the results speak for themselves. We certainly could never have gotten as far as you and Randy did on both the property and the BIEE claims. There is just too much that we didn't know regarding our rights under the insurance coverage.

Your knowledge, persistence, and contacts were what helped us receive a settlement that was appropriate. I truly appreciated your follow through and keeping me current on the issues. Both claims were tricky, and it was your company's understanding of the real nature of events, and your method of presentation to the carrier that prevailed.

I am glad it is over, but kind of miss our weekly chats.

Best regards,

Susan Aumiller
Controller