

CAROL J. SCHNEIDER
4140 Norton Ave.
Oakland, CA 94602
(510) 482-4218

July 26, 1996

Messrs. Randy Goodman and Bill Greenspan
The Greenspan Company
400 Oyster Point Blvd.
St. 519,
South San Francisco, CA 94080

Dear Messrs. Goodman and Greenspan:

I wish to bring to your attention the incalculable good will that your employee, David Verbits, has brought to the Company by virtue of his brief (but effective) involvement on my behalf. Unfortunately, I learned that there were companies such as yours well after the disaster which struck us in late 1994, thus I had worked with the insurance companies directly, at great disadvantage to myself since I'm not in the insurance field, and too late for a contract with your company.

Mr. Mink's company which packed our stuff out and stored it allowed our property to remain in a damp condition such that it was ruined upon return. I did not have the skills to negotiate with the man, so I called your company and talked with David who kindly came over and took a look. Although too late to intervene officially, David informally spoke with Steve Mink of Coast Construction which resulted in a \$3,000. plus rebate against Coast's invoice to me. I am very grateful for this assistance.

God forbid that another disaster should strike, but now I will know to call Greenspan right away and shall certainly educate anyone in similar unfortunate circumstances to do the same. The public, in general, is ignorant of the services that a competent public adjustor can render persons traumatized by disaster. We often simply do not know you exist.

So, I thank David Verbits and your company for helping me. It involved a small amount of David's time but was of significant value in recovering that portion of the loss from Coast Construction. Couldn't have done it on my own.

Sincerely,



Carol Schneider

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