AMERICAN RAG COMPAGNIE

INDUSTRIES WERTS, INC.

JUL 17 1990

July 12, 1990

Mr. Bill Greenspan
The Greenspan Company
400 Oyster Point
So. San Francisco, CA 94080

Dear Bill:

This letter is to thank you for your help in assisting me collect what was due to me from my insurance carrier.

On first thought after the fire, I thought that the procedure was such that all those insurance premiums I had paid for 10 years prior to the fire entitled me to collect my full insured amount. Little did I know!

When I found out that the insurance company had engaged the services of an "adjuster" to make sure that I was paid as little as possible it was my decision to also hire my own adjuster. If the insurance carrier engages Wyatt Earp to fight at OK corral, I couldn't be without Doc Holiday on my side as I am not a professional gun fighter.

In view of the attention and professional service I received from you, and the monies I recovered which I would never have seen without your services and that of Shelly Landau, it was an excellent decision.

Thank you again, Bill, and I look forward to including The Greenspan Company among the list of my long term business associates.

Respectfully,

Mark I. Werts

Mark I. Werts

MW/cs

5722 Tujunga Avenue
North Hollywood, California 91601
(818) 760-8070 / FAX (818) 760-2923
TLX: 590673 AMRAG

15257 N. Scottsdale Road
Scottsdale, AZ 85254

The Greenspan Co. / Adjusters International
6380 E. Thomas Road Suite 324
Scottsdale, AZ 85251
Joshua Scott

Dear Josh,

I am writing this letter to thank you tremendously for all of your efforts put forth not only with our first claim in Scottsdale but the second one as well a few short months later.

You were Johnny on the spot, 300% reliable, at the scene within a short span of time and had the appropriate person/persons there to jump in, huge thank you to your team. You never left us stranded, Josh, and you of all people know how stressful situations like these could be when you're left holding the ball. Thanks for hitting two home runs and lightening our load.

The first time was quite the task but knowing how difficult our insurance adjusters were the first go around, your successes were to be heralded, your efforts were relentless and again I extend huge gratitude to you, The Greenspan Co. / Adjusters International and your team in coming to our rescue and securing the best possible results.

Thanks to you for helping walk us through, being there whenever we reached out and a big thanks to Arnie Arbamson for his continued assistance.

My sincerest thanks,

Susan Starr