CONTECH CONSULTANTS, INC.
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SAN JOSE, CA 95128 (408) 247-0700

RECEIVED
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April 07 1994

William V. Greenspan, SPPA
The Greenspan Company
400 Oysterpoint, Suite 519
South San Francisco, CA 94080

Re: Insurance Settlement
CALTEX INVESTMENT BUILDERS, DBA: NATIONAL INVESTMENT PROPERTIES, A GENERAL PARTNERSHIP
1510 South Bascom Avenue, Campbell, CA 94080

Dear Mr. Greenspan:

It is my pleasure to furnish you and your company with a letter of recommendation, particularly in view of the valuable assistance your company provided in obtaining a favorable settlement from our insurance carrier.

As you know on 22 August of last year we experienced a disastrous fire at one of our apartment buildings. The fire destroyed 24 apartment units at the "French Quarter" Apartments in Campbell, California and was apparently started by some young kids who were playing with matches.

Needless to say, the days after the fire were fairly hectic. We had to find alternate housing for displaced tenants, arrange for the salvage or personal effects, meet with fire investigators and insurance representatives, and last but not least fend off a horde of public adjusting firms praising their talents and expertise.

After numerous interviews with rival companies I concluded that the Greenspan Company could best serve our needs and represent us in our quest to obtain satisfactory compensation for the fire loss. In retrospect, this was one of the better decisions I ever made.

As the old adage goes, a company is only as good as its people. From the inception, Bill Greenspan took the lead in selecting a professional team of experts from within his company to evaluate and "nitpick" our insurance policy, prepare detailed inventory of business and personal property and retained a construction consultant to establish the scope of work and assist in determining the cost of the physical rehabilitation of the fire damaged structure.

It would be naive to assume that the insurance carrier has its client's best interest at heart and is prepared to offer him the optimum settlement for his loss. You need someone like Bill Greenspan and his team of experts on your side to pull for you, to prepare, present and negotiate your claim.

To measure the contribution of the THE GREENSPAN COMPANY in precise "before and after" settlement figures is difficult. However, the Greenspan Company was able to obtain insurance benefits in excess of $1.8 Millions for our casualty loss for which our insurance carrier at first was prepared to offer only $700,000 (more or less) in compensation. The contribution of Greenspan Company is best measured by the satisfaction of their clients, and yes, we are truly satisifed!

Thanks again, Bill! I appreciate your professionalism, compassion and competence and I would be happy to recommend your company to any prospective client. Please don't hesitate to call upon me.

Very truly yours,
CONTECH CONSULTANTS, INC.

Helmut Jaki
President