



February 17, 1988

Bill Greenspan
The Greenspan Company
400 Oyster Point Blvd.
S. San Francisco, CA 94080

Re: Ken Crown

Dear Mr. Greenspan:

On August 16, 1987 an arsonist burned my rental property at 62 Bonita Street in San Francisco. The insurance company had given me two estimates, one for \$15,800 and another for over \$24,000. The insurance company was ready to make a check for \$15,800, but the two estimates were so different that it seemed strange, so I called Ken and gave him all the details of my claim. Ken thought he could be of help. This was my first involvement with fire. Ken created a list of added items to collect for, which led to a final settlement of over \$22,000.

Ken has good ideas, returns calls in a timely manner, and is still helping as I receive bids from contractors. It is a pleasure doing business with Ken.

Sincerely,

A handwritten signature in cursive script that reads 'Mark Angelich'.

Mark Angelich