BILL O'DONNELL
Senator
2995 S. Jones Boulevard
Las Vegas, Nevada 89102
Office 873-2710

COMMITTEES
Vice Chairman
Human Resources
and Facilities
Member
Commerce and Labor
Transportation
Majority Whip

Nevada Legislature

SIXTY-FIFTH SESSION

May 15, 1990

The Greenspan Company
Robb Greenspan, SPPA
President
3600 Wilshire Boulevard
Los Angeles, CA 90010

Subject: Fire Loss - O'Donnell Business Center
2995 South Jones Boulevard
August 30, 1989

Dear Robb,

When I had my fire last August 30th, the most important thing to me at the time was to get my business back in operation and to order the necessary computer hardware and communication equipment to do so. After using funds in the amount of $25,000 out of my own personal account, and with the help of my hard-working staff, my timeshare clients were back on line within 96 hours.

Then came the tedious and time-consuming business of dealing with the insurance company for the loss of my building and its contents. I was confident I could handle this claim on my own; everything was an apparent total loss. And as a member of the Senate Committee on Commerce and Labor, which oversees the insurance industry in the state of Nevada, I was certain I would be treated fairly.

Ken Elkman of your organization approached me the morning after our fire to explain the services The Greenspan Company has to offer. He described what he expected would take place during the course of the insurance claim adjustment, based upon his experience. Over the next several days we stayed in touch by telephone and was willing to answer questions regarding my fire without obligation.

I finally realized that retaining The Greenspan Company was in my best interest. Once engaged, The Greenspan Company team moved into action.

I can only express my appreciation for the excellent representation of my interests in this claim by your company. I shall recommend The Greenspan Company without hesitation to anyone I know who has a covered property loss.

Sincerely,

Senator Bill O'Donnell

BO/tf

RECEIVED
MAY 18 1990