

Starley Wood Products Inc.

February 19, 1991

The Greenspan Company 400 Oyster Point So. San Francisco, Ca 94080 attn: Randall Goodman

Dear Randy,

I want to thank you for the great job you did in retreiving all monies owed to me from my total fire loss on 02/12/89. It was a long hard battle, frustrating at times, but your professionalism allowed me to never give up.

I would also like to take this opportunity to thank and recognize Shellie Landa for her <u>outstanding</u> ability to to accomplish tasks that seemed mountainous. Her attitude displayed compassion as well as determination that we would conquer the monumental problems that continued to arise. When the insurance company filed for bankruptcy, I thought we may be doomed but Shellie assured me it would be alright. I hope Greenspan realizes the asset she is to the company.

I will be happy to refer The Greenspan Company in the future if the need arises.

Thank You,

Stan Maida President

SM/cm