REGENCY REAL ESTATE

Residential, Income, Business Opportunities

April 16, 1991

Kenneth Crown
The Greenspan Company
400 Oyster Point Blvd.
South San Francisco, CA 94080

Dear Mr. Crown:

We deeply appreciate your assistance in securing our recovery from the insurance company after the 1989 San Francisco earthquake-Loma Prieta. You and your company's attitude and efficiency in performance are highly appraised.

Our property located at 328/230 Shotwell Street, San Francisco, suffered a fire loss on November 23, 1989. Due to the fact that the property was built on landfill, it collapsed after the October 17, 1989 S.F. earthquake. Because we did not have earthquake insurance, our previous insurance company (Metropolitan Life Insur. Co.) refused to pay for any recovery. Fortunately, Mr. Crown came to our rescue at such desperate time. Through Greenspan Company's tough negociations, we received recoveries which we never thought possible. Not only did we got paid for personal property, and structural damages, we also recovered loss of rents. Without you and your company's help, the Insurance Co. would never have agreed to such compensation and we would never have received fair recovery. If there is anything we can be of help, please do give us a call. I speak fluent Mandarine, Cantonese, and some Korean. Thank you again for all your help.

Sincerely,

Betty Sun Wong

Betty Sun Wong

BW/ll

1811-21st Avenue • San Francisco, CA 94122 • (415) 661-6699 (Office) (415) 227-9009 (Pager) (415) 661-8207 (Fax)

REGENCY REAL ESTATE

Residential, Income, Business Opportunities

Date: 3-26-1991

KEN CROWNE

GREENSPAN COMPANY

400 oyster Pt Blvd, # 519

So San Francisco. CA 94080

Dear Mr. CROWNE and the company. 敬啓者:

萬分感激您們此次替我們在1989年大地震後. 為我們所爭取的一切賠償. 您們的敬業精神及工作效率. 实令我們閤府敬佩及感激在心.

我們的地產座落於 328-330 SHOTWELL STREET SAN FRANCISCO, CA 94110. 經上次 10月17日1989年三藩市大地震. 我們的樓宇由於建築於填河湾上. 因此振倒. 因為我們沒有買地震保險(Earthquake Insurance). 加上我們原来的保險公司(METROPOLITAN LIFE INSURANCE COMPANY)一再拒絕对我們任何的賠償. 在走頭無路之下. 幸而 Mr. CROWNE 找到我們. 經过 Greenspan 公司的再三交涉与爭協. 我們終於得到出乎預料的賠償. 賠償金額不但包括私人財產. 玻璃. 部分建築之損坏. 同時包括 Lost of Rent 等. 这些項目. 我們從未就沒想过的項目. 結果保險公司在无可奈何的情況下. 終於讓步. 使我們受害人接受公平应有的賠償. 今後若有任何可以效劳之处. 欢迎您隨時来电指教. 我会說且精通多种語文. 中文. 粵語. 廣東話. 及韓文. 謝謝您的一切幫助.

順頌

生意興隆.

黃仲仁

孫翠蘭 敬上

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