

Mr Dean Osborne
Greenspan Co
400 Oyster Point Blvd
#519
So. San Francisco, CA 94080

Dean & Peggy Lerner
2780 Rokker Dr
Safayette, CA 94549

Dear Mr Osborne,

We were just thinking that it's been about a year since we last saw you, and how you were such an important part of our lives when you worked with us.

After our devastating loss it was so hard for us to focus on and fight through all of the settlement hassles.

Without your help - we'd probably still be in the midst of it. You were always so pleasant and cordial and didn't let any detail slip by. You really did a tremendous job for us.

We hope this finds you well and happy.

Sincerely,

Dean & Peggy Lerner

R.E: 9-13-94 fire
C 2780 Robert Dr.
Safayette, CA

Hi Greg Fred
Greenman

Dear Greg,

I wanted to take time out to
Thank you for all of your help with The inventory
of our home that we lost in a fire on 9-13-94.

Without your help, encouragement
and occasional (necessary) gentle nudging we
would never have gotten through the process.

You were new to The job — but completely
competent. My four children were
completely devastated and full of distrust
right after our fire. You were able to
put them at ease immediately and while
working with them managed to do a very
complete inventory, grab their confidence
and have a soothing effect.

Thank you so much,
Lynn Lash