Madera Development, LLC

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April 1, 2004

The Greenspan Co 16542 Ventura Blvd, Suite 200 Encino, CA 91436-2092

Dear Arnie,

I recently came to your company for help with an insurance claim. My experience was one the most satisfying I have ever enjoyed under the circumstances of having to deal with unknown factors.

In an age when so many companies don't seem to care about customer service anymore. The Greenspan Company and in particular Arnie Abramson, did everything they claimed to do, with a smile. I am one satisfied customer. Thank you for your professional and personal services which are appreciated.

I will highly recommend you to anyone requiring your services.

Sincerely,

Ray Bucci