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February 6, 1985

Mr. Sidney Greenspan
The Greenspan Company
3450 Wilshire Blvd., Suite 1040
Los Angeles, CA 90010

Dear Sidney:

Following a recent luncheon with your son Robb, we reminisced about the events of a few years ago that brought us together and started our friendship and my relationship with The Greenspan Company.

Now, I have put my recollections on paper and I thought you would be interested in my rewarding experiences with Robb Greenspan, Gordon Scott and Sandy Cho, all key members of The Greenspan Company.

It all happened without warning. At 7:40 a.m. on a brisk, sunny February morning in Los Angeles, I lost my home to fire.

The morning started like any other atop the Hollywood Hills overlooking L.A. I had just finished showering and was now into my morning shave. Suddenly the entire house shook violently, followed by an ear-splitting explosion and shattering of glass. After living through the Southern California earthquake of '71 and the occasional aftershocks that one comes to accept as part of the Los Angeles lifestyle, my first thought was an earthquake. The long-predicted "big one" had finally struck!

Within seconds a neighbor was pounding on my front door, yelling something about fire. I grabbed a towel and ran to the door. This time his message came in clearly. "The house next door is on fire and yours is next. Give me the car keys and the dog. Get dressed and get out. Hurry!"

No sooner did I enter the bedroom than the entire wall of windows blew out and the room was engulfed in flames. I ran out of the house and down to the street below. In total shock, I sat on the curb with some neighbors and watched my house burn down.

Shortly, reality started to seep in. I was without a home, without a house, without any semblance of my life prior to the holocaust. Gone were the paintings, watches and record collection, expensive classic modern and antique furniture, and my prized glass collection. Everything! Gone were the valuables, the invaluable, the replaceable and the irreplaceable--gone was a lifetime of collectibles. All had either disappeared in the fire or were part of the charred remains.

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Accepting a neighbor's offer to "make our home, yours", I got my general insurance agent on the phone and poured out the tragedy of the morning. He said he would handle everything with my insurance carriers, but said that I would need immediate and professional help in documenting my loss. His recommendation was to call The Greenspan Company, and this was my first introduction to a public adjustment firm.

My call to Greenspan produced Robb Greenspan and an associate to the burned-out site within hours. In retrospect, it was probably one of the most important business meetings of my life.

Over the next several weeks, I put my past and present in the hands of Sandy Cho, a talented Greenspan adjustor. Over numerous visits to the burned-out remains, she patiently helped me recreate, room-by-room, possession by possession, the entire contents of my home. Sandy was to become my "guardian angel" during an extremely confused and traumatic period of my life.

Not only did The Greenspan Company help me produce a meticulous list of my possessions, but also helped establish prices on priceless objects and actual prices on replaceable items lost in the fire. They also referred me to several specialized reconstruction contractors and helped obtain estimates for rebuilding my home. They interfaced with my insurance agent and my insurance carriers, and guided me through the maze of paperwork that follows a tragedy. I now wonder how I would have made it through that period without their calm and professional assistance.

Thanks to The Greenspan Company's professional thoroughness, I received the maximum dollar amount of my coverage, located a competent reconstruction contractor at a price I could live with, and started to piece my life back together again.

Eight months after the fire that gutted my home, I was back in a completely rebuilt "new" home, hosting a party for my Greenspan Company and contractor friends that had made it all possible.

Time does heal many wounds, and fortunately that includes the fire that destroyed my home. I am forever grateful to the people at The Greenspan Company. The memory of their professionalism in my behalf lingers on.

Again, thanks Greenspan!

Sincerely,

James M. Riehman
Senior Vice President

JMR:sms