

BLA INC., d.b.a. LOANS R. US

707 E. THOUSAND OAKS BLVD. NO. 9
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January 9, 2001

Mr. Bill Rake

The Greenspan Company/Adjusters International
16542 Ventura Blvd. , Suite 200
Encino, CA 91436-2092

Re: **Loans R Us: Burglary-Feb.18, 2001.**

Dear Mr. Rake:

Words are hard to come by to describe how pleased I am with the service of your firm and especially with Alex Gogol who was a godsend. Alex was assigned by Greenspan to assist me with preparation and settling of this claim with the insurance company.

The claim involved complex accounting and coverage issues and was not an easy one to handle by any means. She is not only incredibly skilled in handling insurance claims matters but is also a genuinely caring person who helped me through this process. At the time this claim occurred, my mother was suffering from Stage IV breast cancer. As her primary care-taker, I needed to be with her as much as possible. Alex understood my dilemma and worked above and beyond what was necessary so could care for my mother. If there is one employee, who should be lauded for excellence at your most excellent firm, it should be Alex Gogol. Thank you again for all your help in this matter. Alex, you are the best! I will recommend Greenspan and Alex to anyone in need of claims adjusting with an insurance company.

Very Truly Yours,

A handwritten signature in black ink, appearing to read 'Todd Arron', is written over a horizontal line.

Todd Arron
Loans R Us