



3-G VIDEO CASSETTE CORPORATION

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March 5, 1996

Mr. William G. Rake
The Greenspan Company
3600 Wilshire Boulevard, Suite 300
Beverly Hills, CA 90010

RE: Your adjuster, Kenneth A. Elkman

Dear Mr. Rake:

The phrase "you will see light at the end of the tunnel....." may be over-used, but suffice to say, that your agent, and our 'light bearer', Ken Elkman, was truly a man who not only assisted us in the administration and processing of our insurance claim after the fire in our warehouse facility; but also, provided quick, decisive service and emotional comfort in our time of turmoil.

Shortly after the fire of March 31, 1995, that destroyed our warehouse, we were set-upon by all sorts of individuals claiming to have the ultimate solution to the overwhelming problems they predicted we would face in the adjustment of our insurance claim. They used all tactics, including the telling of insurance company "horror stories". Only one individual, your Ken Elkman, graciously sidestepped the path of that initial rush while politely introducing himself and presenting us with impressive credentials. Later, he calmly and intelligently explained the adjustment process to us in a truly professional manner.

It was refreshing that he did not "sell" your services but instead educated us as to their value. He taught us how to be tough with the insurance company in the productive manner of an Olympic prize fighter not in the self-defeating ways of a back-alley brawler. Throughout his representation of our company, he supported his presentations to our insurance company with irrefutable documentation and his arguments were concise, well-reasoned and to the point.

Ken, both by words and deeds, demonstrated his undivided loyalty to us and his concern for our well-being. In a shorter time than it takes most people to return a telephone call, Ken was in our office listening to our questions and concerns and offering answers and solutions. He has proven himself to be more than just our adjuster, he is our friend.

Very truly yours,

MICHAEL GOTTSEGEN
Chief Executive Officer
for the Company

cc: Kenneth A. Elkman