

PETERS MARKET
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February 17, 1989

William V. Greenspan
Executive Vice President
The Greenspan Company
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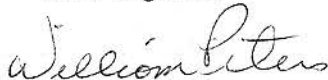
Dear Bill:

In reflecting what would have been but for the involvement of you and your firm in helping us with our fire loss, I shudder at the prospect. Although the insurance company and my broker told me I had nothing to worry about, their actions proved that I most certainly did.

Although I had some concerns at first about hiring your firm, it has proved to be one of the better business decisions I have made. Your tenacity, skill, and superior knowledge of your trade allowed me to recover from my losses with a minimum of involvement in the claims adjustment. Fortunately, your efforts allowed me to focus on reestablishing my business and making plans for the future.

Without you, I am certain that I would still at this date be fighting the insurance company for what was rightfully mine. Should any of your prospective clients have any questions or doubts regarding your service, feel free to ask them to contact me so that I may assure them personally that The Greenspan Company is terrific.

Best regards,



William Peters

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