SACRAMENTO UTILITIES SUPPLY CO.

Jaunuary 25, 1988

The Greenspan Company
400 Oyster Point Blvd
San Francisco, CA 94080
Att: Jerry Fleishman

Gentlemen:

As you know, on July 9 1986 our business facility suffered a near total loss of offices, warehouse, inside stored Inventory, computer, and most of our records. It was a bleak picture that morning. That same morning I met you and was introduced to Greenspan.

It took us a while to decide to use a public adjuster. This "fire" phenomenon was but a once in a life time thing for me and I realized I had no qualifications to serve our company's best interest trying to settle the claim equitably. The insurance people, on the other hand, have adjusters that deal only with this kind of a situation on a daily basis. We concluded that a public adjuster should even out the "experience" inequity involved.

The decision proved correct. A major portion of our inventory was gone, the computer was gone, there were no offices, no telephones, not even a desk and all this right in the middle of our construction season. There was simply no time for anything except trying to hold our customer base together while seeking critcally short material. Definetly not a time for researching through reams of old print-outs, which Shellie Landa did so well, to justify our loss to the insurance carrier. The bottom line was our hands were freed to run our business and not to be further burdened in an already critical time situation.

Randy Goodman was excellent at liason: understanding the carriers need to justify each and every part of the loss, and ours in understanding the immensity of the business interuption. Meanwhile, Shellie probed relentlessly, researching data that exposed industry standards peculiar to us.

In conclusion, the carrier awarded us an amount 300 percent higher than their earlier projection on business interuption and almost 100 percent on the personal property loss.

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It is now a year and a half since the fire. I am happy to report that we survived and are again prospering. Let me thank you for helping me see the need that Greenspan could fill. And, please thank Randy and Shellie for their good work.

Sincerely,

Jim Groeniger
President