



January 5, 2011

Ken Crown  
The Greenspan Co  
455 University Ave  
Suite 350  
Sacramento, CA 95825

Dear Ken

It has been over a year since we meet at our office in Chico. I wanted to take a minute and recap our working together. First of all if we were to do anything different we would contact Greenspan sooner. Chris Glenister and the staff in South San Francisco did an excellent job of presenting our loss of income to Sentry Insurance. I would gladly recommend them to anyone needing help with an insurance clam.

After our clam had run its course Chris recommended that we talk with Francis Doherty about Sentry's treatment of us. Francis stepped in and gave our case his complete attention. He was available whenever we called and worked hard on our behalf.

We would like to thank you and Greenspan Company for your help in handling our insurance clam.

Sincerely,

A handwritten signature in dark ink, appearing to read "Merlin L. Newkirk". The signature is fluid and cursive, with the first and last names being more prominent.

Merlin L. Newkirk  
President