

January 15, 1987

To Whom This May Concern:

Our Petaluma home was severely damaged by fire one early Sunday morning in May of 1986. Immediately after the fire was contained, I called our insurance agent in Santa Rosa but he was too busy to come to inspect the damage that day. In fact, he wasn't certain that he could come by the following day.

Enter Mr. Ken Crown:

Mr. Crown happened to be in our neighborhood that Sunday and he visited us as an agent of the Greenspan Co. of So. San Francisco. This very first meeting was quite fortunate because we were very depressed about the fire and the unfortunate turn of events. Ken explained his position and duties as an adjuster of the Greenspan Company. He met most of my family that day and impressed all of us. We agreed to accepting his offer to work in our behalf.

We have found Mr. Ken Crown to be a very sincere and honest person. I realize now that his stamina and diligence in accomplishment were beyond expectation. Ken is very knowledgeable about his profession and he was most helpful. Thanks, Mr. Crown, for having visited us that Sunday.

Sincerely,

A handwritten signature in cursive script that reads "Lawrence F. Hennes". The signature is fluid and elegant, with a large initial 'L'.

Lawrence F. Hennes