SINCE 1869

Sawyer of Napa

September 8, 1986

William V. Greenspan
THE GREENSPAN COMPANY
400 Oyster Point Blvd., Suite 210
South San Francisco, CA 94080

Dear Bill;

It is with sincere pleasure that we enclose our check in payment of your fee due from the final settlement of our claim resulting from the flood of February, 1986.

Mr. Milton Dranow, the principal of Sawyer of Napa, has asked me to express his great satisfaction at the quick and equitable settlement! As you know, Mr. Dranow has been deeply involved in the financial world of Southern California for the past thirty five years and has had the opportunity to interact and work with your firm previously. Consequently, when the flood occurred your office was one of the first calls I made.

You arrived at our offices and toured the extensive damage caused by the Napa River throughout our warehouses and manufacturing areas. Immediately you began a thorough and comprehensive analysis of our insurance policies and, as well, the organization of emergency and restoration crews. Upon the arrival of the insurance company's adjuster, your precise and detailed understanding of our policy smoothed the insurance company's initial misunderstanding of our coverage.

Early the next day your inventory crew began a detailed listing of all damages of real property, equipment, furniture, and fixtures, stock, and work in process. You and your certified public accountant began researching our books and records after sufficient discussion with our officers to thoroughly understand our operations. You then structured an audit system that allowed the insurance company to pay equitably against extra expenses and loss of income.

Your experience and understanding enabled you to compute our stock loss to extract every advantage possible from our policy. The insurance perspective you chose garnered an

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Sawyer of Napa

additional recovery no one ever expected from our policy! This unexpected recovery, along with the advance payments you arranged immediately after the flood, allowed Sawyer of Napa to regain momentum and continue operations in what is proving to be one of our best years.

Now that the last of the business personal property and loss of earnings portions of the claim have been settled, and we have been fully compensated for all of our loss, we hope to see you in the future on a social basis only. Please feel free to refer any future clients to Billy Potter, Milton Dranow or myself for a first hand review of the benefits of your service. We have no question that any business suffering a significant loss will benefit greatly by employing The Greenspan Company. Our best to you and all those in your organization.

Very truly yours,

SAWYER OF NAPA

Nino J. Giacalone

Nino J. Giacalone
Vice-President of Finance

NJG/ldr