ORBELIAN PROPERTIES
608 48TH AVENUE
SAN FRANCISCO, CALIFORNIA 94121
Phone: (415) 379-3809, Fax: (415) 379-3821

Mr. Bill Greenspan, The Greenspan Company
400 Oyster Point Boulevard, Suite 519
South San Francisco, California 94080
Phone: (800) 248-3888 / (415) 583-4300, Fax: (415) 583-4049

RE: Fire Loss 12/23/96 - HARRY ORBELIAN
635, 637, 639 Mason Street, San Francisco, CA 94108
STATE FARM INSURANCE COMPANIES - Policy Number: 97-B3-7897-6

Dear Bill,

At three A.M. on December 23, 1996, just days before Christmas, I was awakened by one of our resident managers with the worst calls a property owner can get - one of our buildings was on fire. Through the winter quiet I dashed across the city to find our street looking like a virtual disaster area with fire and emergency vehicles concentrated around the property. I parked as close as I could get and made my way to the scene to find our manager, tenants and their families who were visiting for the holidays displaced on the sidewalk.

By eight A.M. the next morning we were besieged by agents and contractors trying to sell us on their services. With over seventeen years of management and construction experience I felt confident I would be able to handle the insurance company and repair the loss. Luckily, my father, who had managed GUMP'S for over 25 years had occasion to work with your father when there was an unfortunate fire loss there in 1969.

There were many claims and offers of services but we chose your firm because of your years of commitment, experience and high reputation in the industry. As you pointed out to us over the months you spent detailing our loss - the obvious damage during a fire - the burned areas are only one aspect of the fire damage - there is also the smoke / soot / odor damage, water damage, repair of areas damaged as firefighters quickly make their way into and actually fight the blaze - and hasty board-up - as well as mold and mildew damage as water seeps and sits where it is never meant to be. Your ability to understand the fine points of the insurance policy and see how we can best match our coverage with our loss was also a great asset. I feel very fortunate to have met you and had you and your team on our side as we dealt with our loss - we simply couldn't have imagined getting better service or better representation.

Sincerely,

Harry Orbelian

George Orbelian

GUMP'S

To Whom It May Concern:

On December 28, 1968 Gump's had a fire which destroyed a large portion of its inventory, equipment and building. It was fortunate for Gump's that Sidney Greenspan was recommended to us to direct the inventorying of the loss of merchandise, equipment and furniture and fixtures and to act as Gump's adjuster in dealing with the various insurance companies.

Mr. Greenspan did an outstanding job in coordinating the disposition of the damaged property and presenting the claims to the insurance companies. His fee was nominal compared to the recoveries obtained through his adjusting expertise.

We would highly recommend Sidney Greenspan and Company as adjusters in the event of a fire loss.

Per Nevard

Per Nevard
Controller

30 March 1976

250 POST STREET, SAN FRANCISCO, CALIFORNIA 94108/TELEPHONE (415) 982-1616/CABLE ADDRESS: PALETTE