

November 9, 2005



PRINTING CO., INC.

Masood Khan, Vice-President  
The Greenspan Co./Adjusters International  
400 Oyster Point Boulevard, Suite 519  
South San Francisco, CA 94080

Dear Masood:

In April 2005, a major flood severely damaged our building and numerous major printing presses at our South San Francisco facility. The flood damage severely impacted our commercial printing business. We noted that a significant portion of our sophisticated Heidelberg equipment sustained damage from water and debris as a result of the flood. Our large presses cost in excess of 1 million dollars each and were not operating properly.

We originally estimated our losses significantly below what the repair to building and equipment would have been. After talking with the insurance company representative, we understood that it was necessary to level the playing field by retaining professional services such as those provided by The Greenspan Company/Adjusters International. We are very pleased with our decision to hire your firm to represent us in presenting our claim.

Your team including Dick Krajnick, KC Collum, and Anthony Pastor immediately commenced the claims process. They reviewed our policies, attended meetings with the adjuster, and quantified and valued our loss in a very comprehensive and thorough manner. Your actions allowed us to concentrate on our printing business rather than the hassle of dealing with and negotiating our very complex insurance claim. We were always treated as though we were the only client. Your firm invested a lot of time and effort compiling our claim and the team was always diligent, detailed, and professional. Your efforts resulted in a settlement close to our policy limits, which was at least three times that initially offered by our carrier. Without your help, we would never have received such a fair settlement. We gladly paid almost \$67,000 to The Greenspan Company/Adjusters International in fees. This was the best investment all year.

After going through a claim, we know that no large business should ever attempt to handle their own claim without the benefit of your expertise. We highly recommend your firm without any hesitation or reservation. Please feel free to share these thoughts with any potential client, to whom we will be happy to reaffirm our satisfaction.

Very truly yours,

Patrick Chin  
President & Chairman

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