



November 22, 2005

Mr. Ken Crown  
The Greenspan Company  
2 North Second Street  
Suite 1215  
San Jose, Ca 95113

Dear Ken,

I want to take this opportunity to thank you for the wonderful job you performed in the adjustments of our property loss. Through your efforts and that of Chris Glenister, we ended up securing a settlement in excess of 2.5 million dollars. Prior to hiring your firm, the insurance carrier had initially evaluated our loss at approximately \$500,000. Our only regret is that we did not retain your firm at the beginning of the adjustment process.

As a result of your efforts, we now have a restaurant that is even nicer than what existed prior to the fire. Our restaurant is now fully ADA and code compliant. Due to "9/11" and the dot.com crash, we resolved ourselves (prior to your retention) that we would only be compensated from our insurance carrier for approximately 98% of the income we were earning prior to the fire. Through yours and Chris's ingenious efforts to argue with a carrier that our planner transition (prior to the fire) to a fixed price menu would result in a substantial increase in revenues, we ultimately secured a Loss of Income proceeds substantially more than what we would have accepted.

Please feel free to have any perspective clients call us in regards to your firm's services.

Sincerely,

Hubert Keller

Chantal Keller

Maurice Rouas

Owners Fleur de Lys Restaurant

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