



B&B PLASTICS

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December 14, 2001

Mr. Arnie Abramson
The Greenspan Co./Adjusters International
16542 Ventura Blvd., Suite 200
Encino, California 91436-2092

RE: B & B Plastics Recycling, Inc.
Fire Loss
Date of Loss: April 29, 2000
Claim No. : Kemper 165KM001694

Dear Mr. Abramson:

This letter is to inform you and your staff that we are extremely impressed with the professionalism and display of experience in handling our insurance claim.

We want to express our gratitude for the expert assistance by Alex Gogol. She was very helpful and knowledgeable. She had a lot of patience with us in gathering all the requested information.

We are very pleased that all our inquiries were answered in an expedient manner. We always obtained a response in the same day!

Thank you for your personal assistance in resolving our claim. We would not hesitate to offer any recommendations upon request.

Best regards,

Baltazar Mejia, President