

August 22, 2005

The Greenspan Company/Adjusters International
2415 E. Camelback Road, Suite 700
Phoenix, Arizona 85016-4245

Dear Sir:

Recently we had the unfortunately experience of a devastating fire at a business location. Shortly thereafter, we received a letter from Scott Margolin of your company, suggesting that we call.

Mr. Margolin responded to our phone call within an hour, even though we called on a weekend, and suggested meeting with us personally, at our home, within two days.

He came with an associate; both of them professional and extremely knowledgeable. Although our loss was such that your company's services were not needed, both Mr. Margolin and his associate, before leaving, made sure we knew what to do, how to do it, and provided us with their direct numbers in case we had additional questions. All at no charge whatsoever.

It is so rare in this day and age to receive such courteous and honorable service, especially when it does not generate paying business, that we wanted to write and express our appreciation. It is obvious that your clients are in very good hands.

Thank you again.

Handwritten signatures of Gerry Schonberger and Sue Piggott. The signature of Gerry Schonberger is written in black ink and is highly stylized, with a large, sweeping flourish that extends to the right. Below it, the signature of Sue Piggott is also in black ink, appearing as a cursive script.

Gerry Schonberger
Sue Piggott
14816 W. Huron Dr.
Sun City West, AZ 85375