

Robert Silveria
5212 Silver Peak Lane
Rocklin, CA 95765

To: The Greenspan Co. / Adjusters International
Attention: Joshua Scott
Re: Rental Property Fire in Glendale Arizona

February 17, 2010

Dear Mr. Scott,

After our rental property in Arizona burned we were unsure of where to start. It was clear we wanted to make sure we received everything we were entitled to under the policy but what we were entitled to was a mystery? The insurance company was speaking of numbers early in the process but how did we know if they would come through on their promise? How did we know if what they were offering was even reasonable and fair? How did we take care of this when the loss is located in another state?

I received a call from your firm in Arizona. I then met in person with Steve Solomon who helped me understand this process. He answered my questions and was flexible enough to where I knew I couldn't go wrong utilizing your services.

After your detailed assessment of our loss you uncovered the inadequacies in the insurance company's evaluations. To our surprise there were numerous areas the insurance company missed and purposely ignored. More importantly you determined the true damages and took the drivers seat in reaching our ultimate settlement goals.

Your expertise in understanding the claims process and damages were intricate in our obtaining the settlement we did. You were able to reach 100% of our expectations and we thank you and the entire team at The Greenspan Co. / Adjusters International.

You asked what I would consider to be success in this case. I told you what I thought a grand slam home run would be. You delivered exactly that.

Thank you again.

Robert Silveira