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March 28, 2008

Bruce Tibert
THE GREENSPAN CO.
3620 American River Drive, Suite 260
Sacramento, CA 95864

RE: 1691 Skyline

Dear Bruce,

On August 29, 2006 our house burned to the ground with everything we owned inside as a result of arson. At the time of the loss I did not think I needed any help in dealing with the insurance company. Despite my confidence a public adjuster was recommended to me. I called your firm.

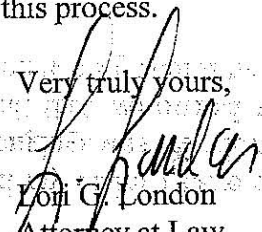
Throughout the time that you have handled my claim I have experienced a lot of anxiety and frustration. Losing our house and all our belongings was very devastating. After the shock wore off the enormity of rebuilding and replacing all that we owned was overwhelming. I learned throughout this process that as nice as the insurance adjustor is their job is to pay as little as possible for the loss.

It is now one year and eight months later. Our house is rebuilt. We moved in January 1, 2008. We have replaced our clothing, our furniture, our dishes, TV's, stereos, etc. We truly are home again.

I can honestly say that without your help I would have suffered a devastating financial loss as well as a devastating personal loss. You and your staff worked very hard on my claim. You did things to increase the amount of the claim payment from the insurance company that I would have had no knowledge even existed. On a personal level you were understanding and supportive of the emotional impact this was having on me and my children.

Thank you so much for all of your help. Please convey my thanks to Allison and Sherry as well. All of you were so kind and helpful throughout this process.

Very truly yours,


Lori G. London
Attorney at Law