

March 26, 2014

Kenny Taylor
The Greenspan Co./Adjusters International
5000 Hopyard Road #302
Pleasanton, CA 94588

Dear Kenny,

This is an official expression of sincere and great appreciation re the services of Kenny Taylor of your company in dealing with a big-time loss our family sustained in a recent house fire. I wish to include my long time insurance agent, Chris Grammar of Allied Brokers (Palo Alto, CA) as well as the others at The Greenspan Co./Adjusters International (Rino Benenati, Gregg Clifford, et al) that assigned Kenny to us, and Paul Blanchard of Fireman's Fund with whom he dealt, all of whom we felt had our best interests at heart.

The morning after our fire, a neighboring lady dropped by who had a similar disaster (single Mom with teenagers) and related how Greenspan had saved her and suggested your firm...nothing happens by accident, and the above relationship started...a more pleasant, efficient, compassionate, and sensitive one I cannot imagine. Kenny we have always felt was not just a business person (necessary as it had to be) to and for us, but one whom I feel I can call "friend" as well.

The myriad of calls, arrangements, complications, etc., would never have been resolved to our satisfaction I'm sure without Kenny's experience and constant availability, especially with older clients such as we. Dealing with a neighbor sensitively who also had claims was so appreciated.

Please be advised that I have sung Kenny's and The Greenspan Co./Adjusters International's praises to anyone that will listen for some time now and obviously shall continue to do so. Integrity and reasonableness was felt present at all times.

So, thanks again for all the efforts done on our behalf over the past 8 months to people such as your Kenny Taylor.

Sincerely yours,

Patricia and Hudd Targgart