

July 2, 2015

Bruce Tibert
The Greenspan Co./Adjusters International
455 University Avenue, Suite 350
Sacramento, CA 95825

Dear Bruce:

On September 15, 2014, our family home burned to the ground. It's hard to fathom and doesn't really begin to sink in until you notify your insurance company. Your head spins and you're not sure where to begin.

September 22, 2014, my wife and I decided to retain the services of your company and we are so glad we did. I cannot even begin to imagine trying to capture the quality of my home or all the contents that was in it, but Bruce, you and your estimator did exactly that and with Jody and all her memory guides, we were able to accomplish this seemingly forever task of remembering all our personal belongings we lost in the fire.

The professionalism by all at The Greenspan Co./Adjusters International was truly appreciated!

Sincerely,

A handwritten signature in cursive script that reads "Gene Toms". The signature is written in dark ink and is positioned above the printed name.

Gene Toms