

May 21, 2010

To Whom It May Concern:

I am writing to commend the Greenspan Company on the help they gave us on our fire insurance claim. After our insurance company's behavior became questionable, we contacted several public adjusters prior to contacting Greenspan and were shocked by their lack of professionalism. Greenspan representatives were a welcome alternative.

Greenspan representatives immediately came to our house to meet with us. We met our adjuster Clay Gibson; a mild-mannered unassuming Clark Kent kind of guy, he soon became our Superman. He was both compassionate and professional for the duration of our claim. He did not raise our expectations too high, nor did he back down from the fight.

Although our insurer Allstate has always claimed we were in their good hands, we felt in much safer hands with Greenspan. Support staff was always excellent. We also worked with Heather Connell, who evaluated/valued our personal items, and were pleased with her honesty, kindness and, again, professionalism. She went out of her way to make sure that my partner, who is disabled, was able to handle seeing our ruined contents and made efforts to accommodate her needs.

After a devastating event like our fire, communication, compassion, and the ability to get the job done are key. Although our claim took time, that time was much easier to take because we knew we had Clay, Heather and the Greenspan team backing us up. Still reeling from the fire loss and our near-death experience, and fed up with our insurer's delays, I cannot express the relief we felt knowing that someone else was sheparding our claim along to what turned out to be a very positive conclusion.

Again, a heartfelt thanks to Clay Gibson, Ms. Connell, and everyone for making our lives so much easier.

Sincerely,

Erin L. FitzGerald and Karen Black