



January 29, 2014

The Greenspan Co./Adjusters International
400 Oyster Point Boulevard, Suite 519
South San Francisco, CA 94080
USA

We write this letter as an expression of our deep personal thanks for the efforts of your firm and team members for the tremendous expertise and services for our devastating loss. Although we are headquartered in Japan, our Thailand operations located outside of Bangkok were catastrophically effected and essentially shut down by the Floods of 2011. We generally service the high-tech sector in the preparation of CPU's and motherboards for major international clients such as Texas Instruments, Spansion, and other Fortune 50 technology companies. While we are extremely business savvy without your help we could not have successfully recovered from the devastating flood that destroyed Thailand in the fall of 2011. The Flood caused billions of dollars of damage to the country's infrastructure and business operations.

Initially we were hesitant to retain a loss consultant for our insurance claim as we believed that our insurer would promptly and fairly reimburse us for our loss. We quickly learned that in order to preserve our interests we need the expertise of professionals as yourself to protect and advocate our insurance picture because the insurance company hired their own team to represent them. This was particularly important since our insurer took all efforts to delay and undervalue our claim.

We were extremely impressed with the team you assembled to measure, evaluate and negotiate the building, machinery, contents, stock and business interruption aspects of our loss. With your experience and expertise we were able to legitimately maximize our recovery for the sums owed to us under our insurance contract in exchange for the premiums we had been paying for so long. You counteracted the insurance company with experts in every arena such as building, contents, and machinery. Because of you we were able to negotiate an extremely favorable recovery on all aspects of loss. Certainly we were educated in the process but for the fees we paid the investment and return was well worth it.

We whole heartedly recommend your firm and its team to anyone or company who suffers an insurance loss. You took the burden of the catastrophe of our hands. For this we are eternally grateful. Please feel free to utilize us as a reference for your company.

Thank you for all your efforts.

Sincerely

A handwritten signature in cursive script, appearing to read "T. Harayama", written over a horizontal line.

Toshio Harayama
Managing Director
Apic Yamada (Thailand) Co.,Ltd.

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