

**GLEASON**



**CORPORATION**

February 6, 2009

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

When massive floods devastated the Midwest in the spring and our plant in Fort Madison, IA was left underwater, we knew exactly what to do and who to call.

For the 5<sup>th</sup> time in 15 years, we relied on you to represent us in the preparation, negotiation and resolution of our insurance claim with our insurance providers. In this most recent experience, we had the benefit of working with you, Tony Astone & Chris Glenister. Each of you were conscientious, perseverant and professional in the understanding and handling of our claim. Your familiarity with the claims process and access to other professionals who helped us become operational expeditiously were invaluable contributions to our organization's business. We truly appreciate your hard work, attention to detail and overall assistance in helping us resolve our claim to our satisfaction. We could not have achieved the dollar recovery nor done so as quickly without your help. It is without reservation that we would call on you again in the event we ever experience another insurance loss.

Sincerely,

A handwritten signature in black ink, appearing to read 'Howard L. Simon', written in a cursive style.

Howard L. Simon  
Chief Operating Officer