



State Council of the International Association of Fire Fighters • California Labor Federation • AFL-CIO

August 3, 2010

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

Dear Mr. Scott:

I am taking the time to write you to thank you for the incredible job your team did in handling the water damage at our headquarters in Sacramento. A few weeks before Christmas, the water main to the fire suppression system underneath the slab ruptured causing thousands of gallons of water that created damage throughout our building.

Our first meetings with Travelers immediately made us realize that we needed help. The adjuster talked about penalties, the possibility of there being no coverage for the slab, and more. Not knowing where to turn, I called John Garamendi, former Insurance Commissioner of California and currently a U.S. Congressman. John, without hesitating, told me to call you. Looking back I know two things: 1) I cannot thank John enough for the recommendation and, 2) it is the best decision we ever made.

Travelers' first offer was terrible. After Tony Astone and his team of experts got done doing their respective jobs, the claim was concluded and paid in the total sum 4.5 times greater than Travelers original offer!

It is without hesitation or reservation that on behalf of the California Professional Firefighters Association I recommend you and your firm and your entire team to anyone who suffers any type of property loss.

Very truly yours,

Lou Paulson
President
California Professional Firefighters