



September 30, 2012

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

We own a very successful clothing and shoe brand in San Francisco. Our operations involve manufacturing and marketing our True brand as well as other labels. When our facility in San Francisco was destroyed by a devastating fire we knew the claim was beyond our comfort zone and expertise. Upon advice from my father, Mayor Willie Brown and San Francisco Supervisor Sean Elsbernd, I was introduced to you and KC Cullum. Your expertise and the resources of The Greenspan Company/Adjusters International were instrumental in our prosperous return to business.

We knew our hands were full when we first met our adjusters from the insurance company. Our insurer brought out an army of consultants to, what we immediately realized was a ploy, reduce the availability of our insurance benefits. They brought out multiple adjusters, restorations firms, and contractors to try and clean and save our inventory and building improvements. Thankfully, we had you to advocate our best interests. With your efforts, all our inventory was deemed a total loss and returned to us for disposal. Your accountants did a fantastic job of forensically measuring our business interruption claim and getting it fully paid. Moreover, the final payment for all the extra expenses that we incurred to minimize the suspension of our operations were reimbursed.

Thank you for the great job. Your fee of 10% for the handling of our fire loss was very reasonable in light of the effort and result. Please feel free to utilize us as a reference for any future client.

Sincerely,

Michael Brown  
President  
415-626-2112