

Robert and Lora Sandroni
7575 Montien Road
San Diego, California 92127
818 606 7845
laslcf@aol.com

The Greenspan Company/Adjusters International
16542 Ventura Boulevard Suite 200
Encino, California 91436-2092

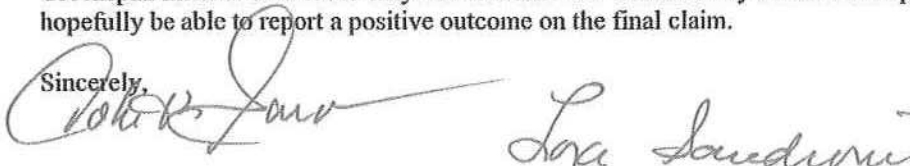
Gentlemen:

When our newly-remodeled home in Lake Arrowhead, California burned to the ground in the fall of 2007, our world and everything in it shattered. After a frantic call to our family lawyer, he advised us to contact The Greenspan Company. Within 24 hours, both the president of the company, William Rake, and two adjusters came to our house. Their calm, confident demeanor immediately allayed our fears. During the ensuing 18 months, every detail of our loss was handled in the utmost professional manner. Issues of financial magnitude as well as minor details were dealt with equal attention and concern. In addition to our 7200 sq foot home and all of its contents, we lost an irreplaceable art collection.

Our point person was John Hartshorn and his enthusiasm and never-say-die attitude bolstered our sporadic sagging spirits in the face of daily roadblocks to settlement. He supervised a minimum of a half dozen Allstate representatives, a personal inventory specialist, an art and antiques specialist, and a building specialist who recreated our home inch by inch on paper, a loss of use adjuster who agreed to numerous weekend and holiday stays, and a total of three separate insurance companies involved in our loss. We are still in settlement negotiations with our insurance companies and we have already received more compensation than we could have ever imagined negotiating on our own. Even though we have been entitled to all of this compensation, insurance paperwork, complicated language and fine print exclusions would have prevented us as novices from acquiring a fair and positive result.

We are sure, without a single doubt, that all will be resolved in our favor, thanks to the persistence and knowledge demonstrated by William Rake, John Hartshorn, Jan Sawyer and the entire staff of Greenspan International. It is our hope that no one ever needs the services of this wonderful company but if so, Greenspan International is the only call to make. We welcome any contact from prospective clients and will hopefully be able to report a positive outcome on the final claim.

Sincerely,

The block contains two handwritten signatures in cursive. The first signature is on the left, starting with the word 'Sincerely,' and is signed 'Robert Sandroni'. The second signature is on the right and is signed 'Lora Sandroni'.

Lora and Bob Sandroni