

March 25, 2014

Kenneth Crown

The Greenspan Co./Adjusters International

400 Oyster Point Blvd. #519

S. San Francisco, CA 94080

Dear Ken,

When we first met, I was reeling from the sudden and unexpected loss of our home. The enormity of the task before us was just beginning to sink in, and the prospect of somehow inventorying every item in our home (as suggested by our carrier, State Farm Insurance) seemed like an impossible job, given that it would have to be done in our "spare time" as we attempted to carry on with the regular obligations and demands of our lives. To say we were under extreme stress is a gross understatement. We were out of our league and in over our heads for sure.

While I spoke with you at length in front of my home, my adult daughter went next door and researched you and The Greenspan Company/Adjusters International on the internet. Less than an hour later she came walking down the sidewalk, unseen by you, giving me a double "thumbs up." Her assessment turned out to be 100% correct. Your assistance didn't just make a difference, it completely transformed the process, largely reduced the stress, and unquestionably was the deciding factor in our receiving a very satisfactory settlement.

As a pastor and a parent, the demands on my time are significant. I would never have been able to navigate the claims process without Clay Gibson and your assistance. With the repairs to my home completed and our claim concluded, I want to take this opportunity to thank you, Ken Crown and Clay Gibson, for the very thorough and outstanding work you've done for us in getting my family back into our newly repaired home. I would recommend The Greenspan Co./Adjusters International to any of my friends and family who suffered a major loss.

Sincerely,

A handwritten signature in cursive script that reads "Mike Fenton". The signature is written in dark ink and is positioned below the word "Sincerely,".

Mike Fenton