



# GUARANTEE MORTGAGE

RECEIVED DEC 8 2014

September 27, 2014

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

My apartment building in the Valencia Corridor of San Francisco had a severe fire days before I was leaving to visit family in Ireland. It was a stressful time. I was about to get on a plane and now had to deal with the barrage of issues that the insurance company was throwing my way; restoration companies, adjusters, debris removal, asbestos testing, etc. I am thankful to have met you, Steve Severaid and Rino Benenati. The Greenspan Co./Adjusters International took the stress out of my hands and took charge of all that needed to be done.

When I returned several weeks later I saw the fruits of your retention. Much of the initial work had been done. A team of your experts had been assembled and was working away at getting the insurance company to properly scope and assess the damages. As the claim progressed, the loss of rents limit was maximized. We were also able to overcome a coverage issue where the insurer had failed to include code coverage. The policy was reformed to include it. I saw first-hand how you very adeptly navigated my claim through the complex world of insurance always staying two steps ahead of the adjuster. Ultimately, the settlement achieved by your efforts was almost 2.5 times the initial offer.

I am glad I had you on my side. I could not have done it alone. Hiring The Greenspan Co./Adjusters International was the best decision I made in this process.

Very truly yours,

Aisling Ferguson  
415-309-6790

601 Van Ness Ave. Suite P | SF, CA 94102 | 415.441.5050 | [www.guaranteemortgage.com](http://www.guaranteemortgage.com)

Licensed by the Department of Business Oversight under the California Residential Mortgage Lending Act. NMLS #1850, CA-BRE #01215943.

