

November 18, 2014

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

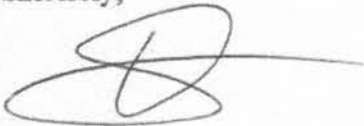
Dear Clay,

Shortly after my rental property suffered a fire, I hired you and your team at The Greenspan Co./Adjusters International, to help me with my claim. Since I have never experienced a fire loss before, it was obvious I needed someone on my side.

As a landlord, it was important for me to get my rental property rebuilt as quickly as possible. You did just that and much more! You were able to successfully handle the different issues that arose throughout the claims process. Your skills and efforts was the most important factor when it came to negotiating with my insurance company. It made a huge difference between what my insurance company was offering me and the final settlement payment.

I am very appreciative of your hard work and thank you for doing what you are doing. I would recommend you and The Greenspan Co./Adjusters International to anyone who's suffered a loss.

Sincerely,

A handwritten signature in black ink, appearing to be 'Ramsey Shuman', with a long horizontal flourish extending to the right.

Ramsey Shuman