

Thomas A. Longfellow
Phoenix, AZ

July 1, 2014

Joshua Scott / Dow Brooks
The Greenspan Co./Adjusters International
14614 N. Kierland Blvd., N-140
Scottsdale, AZ 85254

Re: Fire Loss in Phoenix, AZ

Dear Josh and Dow,

When my mother's residence burned as the result of a lightning strike in May 2012 it was devastating for my family. The memories and the momentos of my family's history were gone in what seemed like an instant. We counted our blessings that our mother was not hurt in the fire.

Although we were confident that our insurance company would handle my mother's claim correctly, I know from being an attorney in Arizona that dealing with any insurance claim can be very complicated. Obviously, I wanted to protect my mother from all of the frustration of the claim process and I knew I could not do it on my own. I had a conversation with one of The Greenspan Co./Adjusters International's previous clients and I am glad I did.

After retaining The Greenspan Co. / Adjusters International, your team immediately took control of my mother's claim and did a great job documenting and negotiating the loss with the insurance company. Everything The Greenspan Co./Adjusters International did was clear and concise. I am thankful your team worked with such diligence to document every aspect of the loss and communicate with the various adjusters. Without such diligence, I know we would not have had the result we did. I also appreciate you keeping us in the loop at all times so we knew what was going on and what our options were.

Please extend a thank you to everyone who worked on my mother's claim; the entire family really appreciates it. If you ever need a reference please feel free to use my name.

Sincerely,


Thomas A. Longfellow