

Dorothy St. Charles
1215 W Linda Lane
Chandler AZ 85224

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March 2, 2010

Joshua Scott
Executive General Adjuster
The Greenspan Co./ Adjusters International
6380 E Thomas Road #324
Scottsdale AZ 85251

Dear Josh,

I hope this letter finds you well. I wanted to write to let you know how appreciative my family and I are of the hard work you put into adjusting our claim. At the beginning of this process we took a leap of faith that what you promised would actually come true. Looking back I am so glad we took that leap. The results of our claim have exceeded our every expectation in both the service we received and the ultimate settlement amount.

We were blown away when you advised us that the insurance company was trying to deny my families personal property claim simply because they were not named on the policy. We were so relieved to hear that you were not going to let this stand. We were even more relieved when you were able to get them to cover the damages 100%.

By the way, please express my thanks to all those on the inventory team as well. I know there is no way we were going to dig through the burned out rubble to take an inventory. I still can't believe the guys jumped right into that mess without hesitation. Without them I know we would not have been able to recover as much as we did.

Again, I am so happy with the settlement and service I received. I would strongly recommend your services to anyone who has suffered a loss like mine. I will be happy to serve as a strong reference for any prospective clients who face similar misfortune.

Thanks again.


Dorothy St. Charles