

November 11, 2015

To whom it may concern,

When a pipe in our home spontaneously burst while we were out for the day, spewing water for several hours and creating a terrible flood, we had no idea the amount of chaos and stress that would emerge from dealing with our insurance company. We had faithfully paid our premiums every year to cover such a disastrous event. We thought that we were fully covered. At least that's what the insurance contract said. You hear all the insurance horror stories, but you assume that happens to those who don't have full insurance coverage or those who have a policy with a less-than-reputable insurance company. Neither was true in our case, and yet we still were confronted with an insurance company that would not honor our contract. It was at that point that we were recommended to contact The Greenspan Co./ Adjusters International, and more specifically, our agent, Kenny Taylor.

That single phone call was a game changer. It ended up being one of the most positive experiences we've had with any company.

From our first meeting with Kenny, he put our minds at ease and gave us confidence that this frustrating episode of dealing with our insurance company could work out in our favor. Kenny was unfailingly calm, cool and collected. He was incredibly knowledgeable and reassuring. He was completely engaged in the process of being our advocate, and not just an agent going through the motions. Very quickly, his thorough follow through and attention to detail earned our faith and trust. He not only met our expectations, but exceeded them. He took care of every challenge that would emerge. And as he successfully negotiated the fair settlement for all of our claims, he would hand deliver our checks and make sure everything was going well in the clean up process. He made this difficult process of dealing with the insurance company bearable, and kept it moving along at a good pace.

We could not be happier with our choice to use The Greenspan Co., and we feel extremely fortunate to have been appointed Kenny as our agent.

We highly recommend Kenny Taylor to anyone going through this process. He is a consummate professional.

While we hope that we never have to use their services again, if we did we are certain that Greenspan would be our first call. It is a first-rate company, and in Kenny Taylor they have an all-star on their team.

Sincerely,

Bruce and Barbara Goodman