

## Marlene V. Davalle

181 Camino Pablo Orinda, CA 94563

December 28, 2012

Kenneth Crown  
The Greenspan Company/Adjusters International  
400 Oyster Point Blvd. #519  
South San Francisco, CA 94080

Dear Ken,

I wanted to take this opportunity to thank you for the incredible job that you, and especially Jody DuVall, performed in negotiating my personal property loss with Farmers Insurance.

When Rino Beninati of your office first contacted me after my fire loss, I did not think there was much of a need to use your services. After eight months of agonizing hours trying to put my Personal Property claim together, I realized I was in way over my head and needed The Greenspan Company/Adjuster International's professional expertise. **You were right; I should have hired your firm immediately after my fire loss!**

From the moment that Jody DuVall showed up at my home, I realized that this was the best decision I made. Jody spent a great deal of time in detailing to the Nth degree all of the personal property items that were in my home. Through her efforts and your excellent negotiating skills with the Farmers adjuster, Sharon Sims, The Greenspan Co./Adjusters International ended up securing an additional \$121,000 on top of the \$48,000 that Farmers Insurance had originally measured my personal property loss to be.

Please feel free to have anyone give me a call in regards to your firm's services. I certainly can attest to the fact that your fee was well worth the money. Especially considering through your efforts, I collected 350% more than what Farmers was originally calculating my personal property loss to be.

With much appreciation,



Marlene Davalle  
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