

January 27,2014

Gordon Scott  
The Greenspan Co/Adjusters International  
400 Oyster Point Boulevard, Suite 519  
South San Francisco, CA 94080

Dear Mr. Scott:

We would like to extend our sincere thanks for the efforts set forth by your firm in arriving at the exceptional settlement we received from our insurance company.

We were approached by one of your associates, KC Cullum, after one of our vacant commercial buildings had been destroyed by arson the previous day. As a family operation that manages and runs all of our properties daily operations we were skeptical to bring in an outsider to assist us in this insurance claim. However, in retrospect, we are very pleased we made the choice to involve KC and his team in resolving this matter. From day one he explained what the insurance company would try to do to minimize their liability and what he and his team would do to maximize our claim. What we learned quickly is that your team understood the ins and outs of the entire insurance industry, from the challenges of our individual policy to the steps the insurance company would take through the whole process.

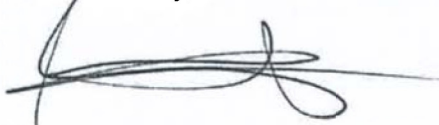
We were then introduced to your lead adjuster, Bruce Tibert and his construction team headed by Jim Warren. All members of this team thoroughly impressed us from their 100 plus page blueprint which recreated the dimensions, fixtures and finishes of our burned building to their negotiation skills with the insurance company on grey area matters.

We can only applaud The Greenspan Co./Adjusters International for their tenacity and expertise in setting forth the issues on the claim and pursuing those issues vigorously to arrange for an unsurpassable settlement.

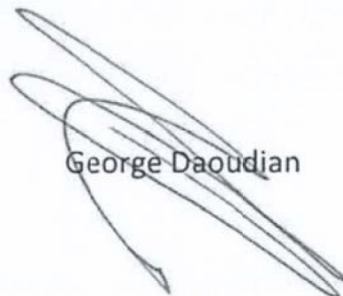
We would highly recommend any family operation or business for that matter to bring in The Greenspan Co./Adjusters International to maximize their companies settlement.

Again, thank you for all the work you did on our behalf.

Sincerely,



Kirk Daoudian



George Daoudian