January 31 , 2012

The Greenspan Company / Adjusters International
400 Oyster Point Blvd, suite 519
South San Francisco, CA 94080-1921

Mr. Scott, Mr. Johnson & Mr. Migdal,

I want to express my most sincere appreciation and thanks to the Greenspan Co. / Adjusters International. The impressive results Rino Benenati, Eric Metz and Allison Hunt achieved for me will always be remembered as the highlight of my claim experience. They define the meaning of "Team Work" and I will always be grateful.

I was completely devastated when my home and personal belongings were damaged by fire and water on December 12, 2009. Prior to meeting Rino Benenati of The Greenspan Co. / Adjusters International, I was hesitant about hiring a public adjuster because my Farmers Insurance adjuster told me she'd take care of me; she told me I did not need a public adjuster. I wanted to believe what my Famers adjuster told me. However, after meeting Rino, I quickly realized I needed the Greenspan Co. / Adjusters International because everything Rino said my insurance company would do or not do came true.

Eric Metz, your lead adjuster, confidently explained the claims process to me. Eric explained why insurance companies do what they do and how they do it. I quickly realized Eric's years of insider knowledge of the insurance industry was the key to your success. Eric delivered the promise of a fair settlement that my insurance company failed to provide.

Farmers Insurance settled the building portion of my claim prior to anyone agreeing to an amount. They paid $146,610 and said that amount was fair and would be enough to rebuild my home. Eric quickly rejected that amount and went to work. Eric diligently and successfully got Farmers to agree to and pay me $242,269. Eric was correct; my insurance company initially settled my claim for them, not me. In the end though, The Greenspan Co. Adjusters International achieved results I could never obtain on my own.

Regarding my personal property claim; Farmers only paid me $98,742. However, as with my building claim, Eric went to work. By the time Eric got done adjusting this portion of my claim, Farmers agreed to pay my policy limits or $132,466. Again, this was very impressive.

If anyone should have a fire or some type of event that damages their home and or personal belongings, I would confidently and highly recommend they retain the seNices of The Greenspan Co. / Adjusters International.

Very truly yours,

Barbara L Cook

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