

May 15, 2012

The Greenspan Company/ Adjusters International

400 Oyster Point Blvd. #519

South San Francisco, CA 94080

Mr. Migdal, and Mr. Scott,


On May 22, 2011, our mother's home and personal property were lost in a fire. My family was overwhelmed, very sad and worried about how to rebuild her home and the lives of her family members that resided there also. We've always been lead to believe in our insurance company, so we felt sure they would have our best interests in mind during this process. We quickly learned otherwise. We desperately needed help and that help came from Rino Benenati, Eric Metz and Jenny Schultz of The Greenspan Company. Our worries, concerns and fears were quickly put to rest when they became our adversaries and I, personally, felt the huge weight of the situation was lifted off my shoulders.

Rino, your Vice President, thoroughly explained that your company would level the playing field and would make sure we received a fair and equitable settlement from our insurance company. Proof of this came the day after the fire, when he was able to get an advance on the personal property coverage that was 10 times more than the insurance company had offered seven family members that had been displaced by this event. My confidence in your company, through his actions, grew immensely from the first day.

When Eric Metz and Jenny Schultz became involved, things improved even more. Eric Metz negotiated our dwelling damages from the Farmers Insurance offer of \$182,365.00 up to \$295,974.00; enough to rebuild our home the way we wanted. Jenny's team did a remarkable job of inventory on the personal property that was almost unidentifiable and Eric again, through his negotiating ability, got our settlement to the policy limit of \$217,000.00 which we never thought possible.

Before this experience we did not know The Greenspan Company/Adjusters International, nor did we know that there is help of this nature available. The Greenspan Co/ Adjusters International delivered on its promise and we will always be grateful for their help. I have spoken to many people about your company and the tremendous help and assistance provided during a very traumatic time. I will continue to tell others for many years to come.

Many, many thanks,



Catherine L. Hardy, Trustee

Waunelle C. Nunes Trust