

Bruce Tibert  
The Greenspan Co./Adjusters International  
455 University Avenue, Suite 350  
Sacramento, CA 95825

March 25, 2015

Dear Mr. Tibert,

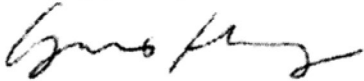
We write this letter to express our thanks for a great job in working with us to reach an exceptional settlement from the insurance company.

The two rental units of our apartment building were greatly impacted by an accidental fire. We had to re-build the interior of the units. It was a long 18 months re-build process. You were there to provide us information of each step and answered our questions. You also tried in different occasions to negotiate a better settlement amount for our loss, especially for the loss of rent issue. At times, the re-build process was very slow because of various reasons not within our control. However, you were very patient, kept the communication going, and offered help when needed.

We believe that we made a smart decision in retaining The Greenspan Co./Adjusters International to file the claim for us. In my opinion, you had the knowledge and expert skills in handling the claim. We would not be able to reach such a much better than expected settlement without your professional advice and assistance.

Again, thank you for all the good work that you did in our behalf.

Sincerely yours,

A handwritten signature in black ink, appearing to read 'Agnes M. Huey', written in a cursive style.

Agnes M. Huey