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Joshua Scott  
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14613 N. Kierland Blvd N-140  
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RE: My House Fire

Josh,

I wanted to write to thank you and Dow Brooks for your assistance on my claim. Now that we are winding down I've had a chance to review your performance and I just wanted to say you and everyone at The Greenspan Co. / Adjusters International did a fantastic job.

I think I have a unique perspective on the world of Public Adjusters and I thought it important to share with you. As you may recall I made the unfortunate mistake of initially hiring Skipton and Associates to serve as my Public Adjuster. I thought since David Skipton himself would be handling my file I would be in good hands. My assumption could not have been farther from the truth.

From the get go I felt lost when working with him. I never knew what was going on and I could never reach him to get answers. He was making decisions about my personal property without my knowledge and hiring contractors without my authorization. He was making agreements with the insurance company without even telling me about it. At one point I didn't even know where my personal property was! When I started calling to get answers Mr. Skipton was on a European vacation and no one was there to fill in for him. He left my claim, in the essential early stages, with no leadership. When he returned and I was able to speak with him he was arrogant and acted like I was the problem. What kind of service is that on my nearly million dollar claim? I knew then and there I had to make a change. I fired David Skipton.

After I fired Skipton I went back to look at materials that The Greenspan Co. / Adjusters International gave me. I was lucky enough to reach out to Dow and he assured me that the experience with The Greenspan Co. / Adjusters International would be nothing like that of Skipton and Associates. Dow was 100% correct. My experience with The Greenspan Co. / Adjusters International was fantastic. You were able to undue the mess Skipton had created in his absent handling of my loss. You had a clear and logical action plan and every detail of my claim was provided to me along the way. Josh, you and all of the team members were always available by phone. You even took my calls at night, weekends, or whenever if I needed. With all the other stress of just dealing with a fire, knowing that you were on the line and leading the recovery was such a relief to me and my entire family. The settlement funds were over the top as well.

Please extend my thanks to everyone at The Greenspan Co. / Adjusters International for their help. If you ever run across someone who is considering The Greenspan Co. / Adjusters International vs. Skipton and Associates please tell them to call me. I can give them both perspectives. It's an easy choice in my mind.

Sincerely,

  
Alan Gabrys