

RICK STRAIN

P.O. Box 807, Arbuckle, California 95912
(916) 476-3286 • Fax (916) 476-2903

May 14, 2004

Mr. Steven L. Solomon
Vice President
The Greenspan Co./Adjusters International
8950 Cal Center Dr., Ste. 255
Sacramento, CA 95826-3259

Dear Mr. Solomon:

This letter is long overdue to thank you for your time and effort in helping settle our flood claim with Fireman's Fund.

We suffered a flood caused by a broken pipe on our second home. The entire house needed to be gutted and all its contents thrown away. We had several estimates of repair on the house and Fireman's Fund chose the lowest bid. Our insurance agent referred us to The Greenspan Co./Adjusters International. Without your assistance and willingness to review my file, I am sure this claim would still be open.

If anyone needs advise or help with an insurance claim, I would definitely recommend The Greenspan Co./Adjusters International. Thank you very much!

Sincerely,



Rick Strain