



## TRI-COUNTIES PACKING CO.

PHONE 831 422-7841 [www.celeryhearts.com](http://www.celeryhearts.com)

December 16, 2010

Kenneth Crown, SPCA  
Executive Vice President  
The Greenspan Co./Adjusters International  
75 East Santa Clara Street, Suite 380  
San Jose, CA 95113

RE: Tri-Counties Packing Corporation Fire Loss  
Insurance Company: Fireman's Fund

Dear Ken:


I have been meaning to get this letter of recommendation to you earlier. I never seem to have enough time during the day. However, with the holidays fast approaching, I certainly wanted to thank you for everything you were able to do in the adjustment of our fire loss with Fireman's Fund.

When the fire occurred to my 12,000 square foot warehouse, I assumed that my broker would be able to assist me in this matter. I learned very quickly that brokers secure you the coverage but don't "fight the fight" that apparently become necessary at the onset of my claim. You came highly recommended to me by various individuals in the Salinas area who had retained your firm on previous engagements. I can honestly say that engaging your services was the best decision I ever made.

I knew when I received the initial repair estimate from Fireman's Fund of only \$435,000 and was depreciated almost 50% that we were in for a battle. I would never have thought that through your efforts we would have collected \$900,000.00. You never stopped attacking the insurance company's measurement of the loss. First they revised their repair estimate to \$600,000.00, then \$850,000.00 and finally \$1,050,000.00 with demolition. You lowered their overall depreciation down to an 18%, which was surprising, considering the age of our building (70 years old). Your tenacity was truly amazing and I guess that is why you are so successful.

As always, kindly feel free to use my name for any prospective insured's that suffer property damage. I would have no problem recommending them to use your firm on any losses they were to suffer. I firmly believe that experts, like yourself, are needed when suffering a major property loss.

Respectfully,

  
John Baillie  
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