

## Jessica Bivens

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**From:** saseinfo@aol.com  
**Sent:** Tuesday, July 06, 2010 11:54 AM  
**To:** Jessica Bivens; ppattis007@aol.com; marc@leaselords.com; saseinfo@aol.com  
**Subject:** Thank You

Dear Jessica:

On behalf of the 25 Duboce ownership, I write this letter to thank you for your services and hard work in the settlement and closure on the fire and near total loss we suffered on our apartment building. Your experience and guidance, along with your understanding, constant updating, and most importantly, your verbal and written communication to the parties involved were crucial in obtaining badly needed funds that were already expended in refinishing the badly damaged property from a seemingly reluctant insurance company.

I had experienced two other small fires isolated to separate apartments and chose not to use an insurance adjuster (losses were a fraction of this fire on Duboce). I regret not retaining an adjuster such as Greenspan on those as well. We had no one fighting for us on those first two fires. Paying those insurance premiums is a given but collecting on a loss is a nightmare.

From the start, insurance companies are aware of your reputation as a "bulldog" and it is amazing how they react to you, the public adjuster as opposed to myself. The fact is...You, Jessica, the public adjuster, got the results I couldn't because I didn't know the dynamics involved. As an owner, I want our building back with the design element intact, while at the same time with new building codes current. The insurance company just wants the building back to being "livable."

You navigated and strategized the plan of action and initiated it on our behalf and then took the gloves off when you had to. You exceeded our expectations. Our completed property now has the code upgrades and new finishes and is in better condition now than it was before the fire. Kudos to you for your great effort. It is apparent your skills as a negotiator were primarily responsible for this.

Jessica, I will without any hesitation, look forward to working with you again should the need occur. Please share this letter with everyone at Greenspan as well whose professionalism and expertise in what they did for us complemented yours. Thank you again.

Sincerely,

Marc Levinson  
San Francisco, CA  
Cc: 25 Duboce Ave Ownership  
Sent from my Verizon Wireless BlackBerry