



Arthur & Annie Pollock Double A Hideaway

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September 9, 2013

Ken Crown

The Greenspan Co./Adjusters International

400 Oyster Point Blvd. #519

South San Francisco, CA 94080

Dear Ken,

I wanted to take this opportunity to thank you for the incredible job you and your team (Kenny Taylor and Jenny Schultz) performed in the adjustment of our property loss with Farmers Insurance. When you knocked on my door to explain your services, I was initially thinking that I could handle this myself.... being an attorney and negotiating was what I did for a living. Little did I know!!

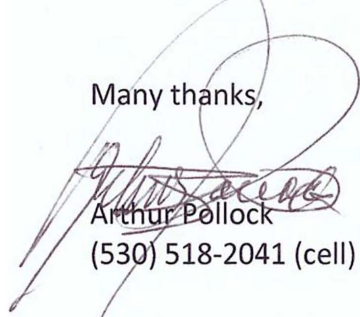
Once I sat down with you and you explained the entire process and showed me your firm's work product, I realized that I was in way over my head. It also didn't hurt to know that you had represented James Danaher, a dear old friend and colleague that I used to work with when I was practicing law in Redwood City.

Through yours and Kenny Taylor's efforts, I ended up securing the full available policy limits for my Dwelling, Other Structures, and Landscaping, approximately \$720,000.00. Prior to meeting with you, I assumed that my building loss was only around \$450,000.00 to \$500,000.00. Even when Farmers was not willing to pay the remaining \$50,000.00 of available Building limits under my policy, you and Kenny continued to persevere and secured the funds. I have a lot to owe The Greenspan Co./Adjusters International. I now have a beautiful home, nicer than what I had before, through yours and The Greenspan Co./Adjusters International's efforts.

Lastly, I must tell you how grateful we are to have worked with Jenny Schultz of your office. We never believed that we would have over \$390,000.00 worth of personal property, let alone to be able to collect this amount upfront from our insurance carrier. Jenny's meticulous efforts in detailing every single item that we had ultimately led to your office being able to secure for us our policy limits. I know it was no easy feat as Kenny Taylor and Jenny Schultz had to battle Farmers on the depreciation schedule they applied showing an Actual Cash Value loss way below our limits. However, Jenny, Kenny, and you did not back off and eventually secured my policy limits on my personal property.

Please feel free to have any prospective customers give me a call in regards to your firms' services. They would be crazy not to get you involved right away. You and your firm took a tremendous burden off of Annie and my shoulders and we are grateful that we made the right choice in hiring your firm.

Many thanks,



Arthur Pollock

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