



I am writing you to express my thanks and gratitude for the tireless work performed by Kenny Taylor.

After a devastating fire damaged our rental property in San Leandro I immediately knew that I needed assistance. The insurance company had their team of so-called experts; therefore I figured I needed my own! With the recommendation from a trusted associate, I hired The Greenspan Company / Adjusters International to represent my interests and secure a fair settlement.

Once the smoke cleared (no pun intended), your company went to work. They controlled the adjustment of our claim from the onset and convinced the insurance company to pay for ALL of the costs associated with repairs. Even after the scope of repair was agreed to, Kenny continued to work with our contractor and architect to capture hidden costs I would have never known were covered. We were reimbursed for work required by the City Building Officials and the time our contractor spent working with the municipalities to secure a rebuild permit.

As a business owner for over 40 years I can recognize value added and expertise. Kenny Taylor's focus on customer service, attention to detail and knowledge of property claims is second to none. Without his assistance I am certain our recovery would have been far less. In the end I recovered roughly 32% more than what the insurance company originally offered. I was tremendously pleased with the results and was able to repair my building.

Should a potential client ever need a testimonial I would be more than happy to share my experiences and would certainly advise they hire The Greenspan Company/ Adjusters International.

Sincerely,

A handwritten signature in black ink that reads "Arlen Ness". The signature is written in a cursive, flowing style.

Arlen Ness
President
Arlen Ness Motorcycles