

Tracy Kesler
Scottsdale Mission HOA
11260 N 92nd Street
Scottsdale AZ 85260

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February 16, 2012

TO:
The Greenspan Company / Adjusters International
6380 E Thomas Rd #324
Scottsdale AZ 85251

Dear Josh:

I wanted to write to extend a sincere thanks to you and Dow Brooks for the successful adjustment of our insurance claim.

As you may recall, the hail storm damaged every single one of our 54 buildings and we were faced with the daunting tasking of evaluating what we needed in order to properly repair our buildings. We obviously did not know what we needed because we are not contractors or experts at repairing buildings. The insurance company came in, acting as if they were on our side, and offered to estimate the loss for us. Looking back, we should have seen an immediate red flag. We, after much delay, found out the hard way that letting the insurance company estimate our loss was not a good idea. Needless to say, the low ball offer immediately eliminated any trust we had with the insurance company.

After we found ourselves hung out to dry by the insurance company we did not know where to turn. We were lucky enough to be referred to The Greenspan Co. / Adjusters International for help. Immediately after meeting with Dow Brooks we could see the extensive value your services brought to the table. After all The Greenspan Co. / Adjusters International had handled numerous claims here in Arizona and clearly knew the trends and latest tricks the insurance companies were using. You clearly pointed out to us the tricks they used against us that we hadn't even realized.

I consider every unit owner in the complex lucky that we made the smart decision to hire The Greenspan Co. / Adjusters international to stop the insurance company from continuing on the same path. It was clear, immediately after retaining your services, you were on the job. You took control of the adjustment process and told the insurance company what we were entitled to receive. You were unwavering in your approach and negotiation. In the end you helped us secure nearly 2 million dollars for the association to use in repair of our property.

We can't thank you enough. We know we could not have done it on our own.

Sincerely,



Tracy Kesler
Scottsdale Mission HOA President