

February 13, 2013

The Greenspan Co./Adjusters International  
400 Oyster Point Blvd. #519  
S. San Francisco, CA 94080

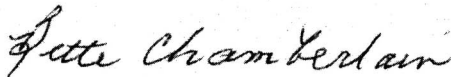
Dear Ms. Bivens,

I wanted to write this letter to show our appreciation for all the help everyone at The Greenspan Co./Adjusters International had provided us when our house caught on fire. Our house was a duplex, half was rented out and we lived in the other section. We met Kenneth Crown right after the fire. He explained in detail how hiring your company would be beneficial for us. He told us that our insurance company was not on our side and that your team will always look out for our best interest, allowing us to focus on rebuilding.

We were introduced to Clay Gibson; the person who did handle all the communication with our insurance company. Clay is an expert in what he does and we were very happy to know he was on our side. He was able to get us paid on all the loss of rents we were entitled to from our rental unit. Your inventory team worked hard on getting a detailed list of all things destroyed in the fire, including our tenant's content items.

If you ask us, the expertise and knowledge of individuals such as Clay Gibson and Kenneth Crown at The Greenspan Co./Adjusters International is invaluable to anyone who's experienced a loss. Your fees were fair and worth every penny. Feel free to have anyone call us about your services.

Sincerely,



Bette Chamberlain