



JOHN PAVEL, D.D.S.

DIPLOMATE AMERICAN BOARD OF
ORAL AND MAXILLOFACIAL SURGERY
LASER SURGERY DENTAL IMPLANTOLOGY

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Mr. William Greenspan
The Greenspan Company
400 Oyster Point Blvd.
So. San Francisco, CA 94080

Dear Bill:

One of the most difficult aspects of choosing to retain a public adjuster after sustaining a loss is the pressure you receive from other people to settle your claim yourself. After all, your insurance company is there to take care of your best interests, so why pay someone to do it for you?

Well, we are glad we didn't listen to their advice, as we quickly found out that our **best** friends are the people at Greenspan. You have all been constantly available and supportive through this long process of documentation and negotiation, which is more than we can say for our own insurance carrier.

When Jerry Fleischman first met with us, we felt he had the best advice and he took the most time with a very hassled Oral Surgeon and his hostile wife, who were saying, "Who are these people and what do they want from us?". Well, what they wanted was to help us and take from our shoulders the enormous burden of settling a smoke damage claim. Bill, you and Shellie have done this with expertise. You really have been available to us at any time for any problem which has arisen and your advice has been unfailingly sound and correct. You guided us gently and skillfully through each phase of our claim, working with the financial and the emotional traumas that arose from sustaining the loss of our practice and then being forced to fight our insurance company every inch of the way for equitable compensation.

We have been more than 100% delighted with the amount of the settlement your expert negotiations have obtained for us, and know full well that we would never in a million years have been able to negotiate that successfully on our own. You and Shellie know the questions to ask and the intricacies of claim management that a lay person would never comprehend.

Our advice to anyone who sustains a loss is to call The Greenspan Company and give yourself the peace of mind that comes with retaining the experts!

With sincere thanks,

John & Barbara Pavel D.D.S.
Barbara Pavel

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