



Sept. 6, 2011

Arnie Abramson, SPPA, Partner  
Executive General Adjuster  
The Greenspan Company/Adjusters Int'l.  
16542 Ventura Blvd. Suite 200  
Encino, CA 91436

Dear Mr. Abramson,

I would like to extend my deep appreciation to you, and The Greenspan Company, who worked with me and my home owner's claim against USAA Insurance Company. You worked on my claim tirelessly from the day of water damage, (due to the strong storm in Jan., 2010), until the end, Aug., 2011, when the claim was completed and closed. You were there for me every step of the way with your relentless pursuit of all aspects of claim, personal losses and the building damage, phone calls and emails which were and are, much appreciated.

I would highly recommend you and your company to family and friends who might suffer an insured loss in the future.

Please extend my appreciation to Mr. Philip Freed of your company, who also helped me out with this claim and made several trips to the job site assessing the damages and convincing me that I should hire your company.

Regards,

Nayerch Kjekhankhanian, M.D.  
Surgical Pathology Department  
Chair, SCAL Copath Local System Managers Committee

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