



# Fresno Unified School District

Education Center • 2309 Tulare Street  
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October 11, 2004

The Greenspan Co./Adjuster International  
Mr. Ken Crown, SPPA  
Two North Second Street, Suite 760  
San Jose, CA. 95113-2362

RE: Job Well Done

Dear Ken:

Please accept this letter of thanks for a job well done. As you know, the fire damage at our Fresno High School was extensive in terms physical impact, cost (\$2.3 million) and subsequent issues related to DSA, mold, and ADA concerns. The Greenspan Adjusters, Inc. did an admirable job in keeping the claim on track and aggressively pursuing all claim dollars we believed were entitled to us.

As a result of your personal perseverance, ability to decipher reports and preparation of supporting documentation, you were able to fully and accurately present our claim in the most positive manner. Your attention to detail was key in allowing us to secure an additional \$900,000 above what was originally estimated for the claim. Please be assured that if we ever have a need for adjusting services in the future, we will not hesitate to use the services of Greenspan Incorporated.

It was a pleasure working with you and thanks again for your tireless efforts.

Cordially,

Andrew De La Torre, Director  
Benefits & Risk Management

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