

From: Rod Mann [<mailto:rod@universityinvestments.com>]
Sent: Thursday, March 21, 2013 2:29 PM
To: Jessica Bivens
Cc: Gary Johnson
Subject: Kenny Taylor

Jessica,

I just felt compelled to write and express my sincere thanks for how Mr. Kenny Taylor handled my fire claim against Farmers Insurance. I had never heard of The Greenspan Co. / Adjusters International until early one October morning last year. Having experience a fire at our home the night before I was just walking around the property bewildered about what to do next and grateful no one was hurt. Mr. Ken Crown came up and introduced himself and your company to me and told me he could help resolve and take care of everything saving me a lot of time and headache in dealing with all the issues relating to filing and resolving an insurance claim. I listened carefully and reviewed the material he left me recognizing many of the properties your company had handled claims for in our general area here in Silicon Valley.

I quickly saw the many benefits as Ken had explained and my wife and I agreed to hire your company to handle our claim. What a wonderful decision! I understand business quite well and have owned and operated my own business in Palo Alto over the last 20 years. I understand service and taking care of the client and I just can't say enough about how our assigned adjuster, Kenny Taylor, took care of me throughout the process. He made himself always available to handle any questions I had without ever making me feel like I was imposing on his time. During our first meeting he laid out the process and timeframe for obtaining the payout and amazingly everything went exactly like he said and I received an excellent payout due to his conscientious and diligent efforts in working with the adjustor. WOW! How often does that happen in life? That's is why I just had to write to somebody because I was so pleased. If you ever need another referral please don't hesitate to ask me. I will try and not be too enthusiastic so whoever might call will believe me. I wouldn't want to sound like a homer even though I am a big fan.

Thanks again to your company and please give me very best to Kenny and his team. Great job.

Sincerely,

Rod Mann

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