

September 13, 2013

Mr. Clay Gibson  
400 Oyster Point Blvd. #519  
South San Francisco, CA 94080

Dear Mr. Gibson,

As I sit here in my new home, I feel the need to send you a letter of gratitude. Like others, my home was burned to the ground and completely destroyed by a fire. I know there are companies who will try to take advantage of my situation because I'm a single woman. But because I received such poor attitude and customer service from my Farmers Insurance agent and adjuster, I sought help from a knowledgeable professional and company with experience dealing with this type of loss.

That is when I met you, Clay, and your amazing company, The Greenspan Co./Adjusters International. I didn't know which end was up when you and Greenspan offered to help; I felt like you were heaven sent: my own personal guardian angel to guide me through the overwhelming challenges I was facing with my home and my life. My insurance company was working against me from the start. You were (are) dependable, honest, patient, and have tremendous follow through. You never let me down with respect to sifting through the overwhelming mound of obstacles we faced. I knew with your help, we would triumph in the end. My lovely house has since been rebuilt and I even received the limits of my personal property coverage. Your inventory specialist, Jenny Schultz, was fantastic at helping me document all of my personal property the fire destroyed. While my property and memories can never be replaced, you were instrumental in helping me keep my chin up, take one day at a time, and start to rebuild my entire life, literally from the bottom up.

While the road to rebuilding was long and hard, I knew you would take care of me until the conclusion of my claim. You exceeded all of my expectations. Your involvement allowed me to move forward with my life. On a scale of 1 to 10, YOU ARE A 12!!!

The Greenspan Co./Adjusters International has my strong and highest recommendation as the company to have on your side if you've experienced a loss. Clay, you have my highest recommendation as the person they want working for them on their claim without exception!

Thank you again for all your help from the bottom of my heart.

Sincerely,

*Carrie Der Garabedian, MBA, RD*

Carrie Der Garabedian, MBA, RD  
Nutrition Resources Director  
Madera Community Hospital