

Park Hotel San Francisco

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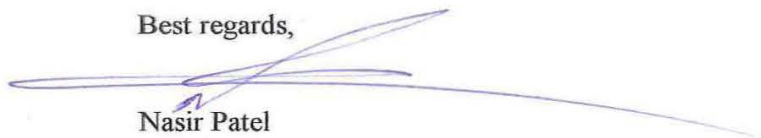
The Greenspan Co./Adjusters International
400 Oyster Point Blvd., Suite 519
South San Francisco, CA 94080

Our family worked hard over many years to acquire and manage several large hotels in the City of San Francisco. When Park Hotel on Folsom Street suffered a devastating fire, I felt like the dreams that my father had worked all his life to pass on to his children just went up in smoke. The fire was devastating. I am so glad that I met with you, Ken Crown, and KC Cullum right at the outset. I felt like the insurance company's army of consultants was looking at every corner to try and prove me wrong that the building was a total loss. You and the claims team from The Greenspan Co./Adjusters International did a fantastic job on my fire loss. I really appreciate all the hard work that you and Jim Warren put in to fight off the insurance adjusters.

I knew right away that there were going to be problems with the so called independent adjusters from McLarens Young. I did not feel that they were independent at all. It was clear to me that all they wanted to do was protect the insurance company. My naivety was such that I thought I was the client and not the insurance company. I was wrong. The insurance company tried to pay 30% of their claim amount because they asserted the coinsurance clause. Then they tried to claim that the building was not a total loss.

You did an amazing job by negating both these huge problems completely. You got me my policy limits without application of any coinsurance penalties or deductions for depreciation. I happily paid your contingency fees as the return on the investment was well-worth it. Again, thank you for all your hard work. I will happily recommend you and your firm anytime. Please feel free to utilize me as a reference for future clients.

Best regards,



Nasir Patel
President
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