

# Pacific Community Services, Inc.

415 Railroad Avenue, Pittsburg CA 94565 • Phone (925) 439-1056 • FAX (925) 439-0831 • [www.pesi.org](http://www.pesi.org)

December 3, 2010

Mr. Ken Crown  
The Greenspan Company/Adjusters International  
400 Oyster Point Blvd., Suite 519  
S. San Francisco, CA 94080

Dear Mr. Crown,

After suffering the devastating effects of a major fire to our office building, is our largest company asset, we looked to the Greenspan Company/Adjusters International based on the presentation that you made to us with regards to your representation of our claim against our Insurance Company. I am writing this letter today to express to you my sincere appreciation for the way your team of experts handled our claim and for the outstanding results that they representing the Greenspan Company, achieved in the settlement of the claim.

Not long after we contracted for your services, your Executive General Adjuster (Anthony Astone) quickly began an analysis of our claim and to strategize ways to maximize our settlement. He quickly assembled a team of Greenspan Company/Adjuster International experts to begin estimating our losses for the building and our business personal property. The end result was that he achieved a policy limits settlement for the building (including code), the business personal property and many of the additional coverages we had under the policy that I didn't even know we had coverage for. He also maximized our settlement for debris removal. I did not have to devote an inappropriate amount my time to deal with the claim and the settlement could not have been any better. I enjoyed working with Anthony Astone and the other team members and very much appreciated the professionalism they all displayed.

If we were to again experience a major property loss I will call The Greenspan Company/Adjusters International without any reservations. You and your team of experts delivered an outstanding settlement of our claim in a most professional and timely manner. I know for a fact that without your help I would never have achieved the settlement that you were able to get for me. I truly want to thank you for a job well done. Please feel free to use this letter as a reference of your company's good work.

Sincerely,



Thomas L. LaFleur  
Executive Vice President