January 4, 2014

Dear The Greenspan Co./Adjusters International,

I am writing this letter to express my eternal gratitude to your company and the services provided by Kenny Taylor. I'd like to share my story, to show just how important their representation is.

On June 11, 2012 I had moved what I thought was a broken refrigerator to make space for the new one that was to be delivered the next day. I did not unplug it because it was staying slightly cold. What happened in the hours to follow can only be described as life changing. To be brief, the friction in the wires of the outlet caused them to arch and I suppose act as a long fuse through the house. Just before midnight the power had gone off and my son came out of his room to find the kitchen, living room and the entire side of the house engulfed in flames. He woke me up and shouted to his brother for everyone to get out of the house and to call 911 . We all did get out of the house that night with our lives, but our entire home and everything in it was gone. After 10 days in the ICU bum unit, I had a lot of physical and emotional healing ahead of me. My initial calls to the insurance company were never returned and so I began the game of "run around". We have family living locally, so we did have a roof over our heads, but no clothes, furniture and both of my sons cars were literally melted in the driveway. I was completely overwhelmed, with no idea where to even start to put our lives back in order.

Fortunately for us there was your company. My first meeting was with Vice President, Rino Benenati. He explained very thoroughly what the claim process was, our policy coverage and how funds would be allocated. By the next day I met with my "personal adjuster" Kenny Taylor. I know Kenny had other clients but not once did he leave me not knowing. There was a constant communication of phone calls, text and emails.. Kenny was professional, courteous and very diligent in mediating with the insurance for us. He was very attentive to our family's needs and reassured us at every phase of the settlement what to expect. Within weeks they had gotten us into a temporary house and we received funds for clothing and furniture. Huge thanks also to Jenny Schultz, Director of Inventory Services, as she helped us to re-create our personal property lists. Kenny is a man of great integrity and strong knowledge of the insurance industry. I put my faith in him and it truly paid off. Your company and Kenny settled our claim and achieved far better results than we ever could have hoped. We were able to get the maximum amount that our policy covered.

I hope that that you never have this type of crisis, but if you are reading this letter, you may have already. I will continue to recommend your company. This year has been a challenge for my family and me but we are now back in our newly built home and moving forward with our lives.

With Sincere, Heartfelt Thanks and appreciation to The Greenspan Co./ Adjusters International and most especially Kenny Taylor.

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