

OTTILLA MAY CARL, B.A., M.A.  
500 HILLOCK DR., #123  
HOLLISTER, CA 95023

January 8, 2013

Clay Gibson, Executive General Adjuster  
Kenneth Crown, SPPA  
Executive Vice President  
The Greenspan Co./Adjusters International  
400 Oyster Point Boulevard, Suite 519  
South San Francisco, CA 94080

Dear Clay and Ken,

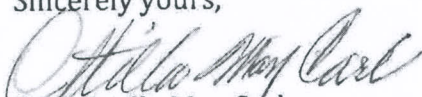
This letter is being sent to you to thank you for all of the help and support that you/The Greenspan Co./Adjusters International gave me throughout the time that we were trying to negotiate a settlement of my insurance claim with Federal Insurance Co.

I am deeply grateful to you both for everything that you both did on my behalf making this process easier for me. Your expertise was invaluable.

I wish you both happiness and good health throughout this new year.

Continue your good work with all of your clients.

Sincerely yours,

  
(Ms) Ottilla May Carl