

January 24, 2002

Mr William Rake, President
The Greenspan Company
16542 Ventura Boulevard, Suite 200
Encino, California 91436-2092

Dear Mr Rake,

On October 7, 2000 we had a fire in our kitchen which caused extensive damage to our home. The next day a representative from your company came to see us and explained to us what a public adjuster was and how they could help us. We weren't sure at first if we needed a public adjuster but after talking to two more of your representatives we decided that we did. We decided to use your company and as it turned out that was the best decision we could have made.

Your adjuster, Joe La Brunda, was extremely helpful. Without his knowledge and perseverance I doubt we would have made it through the process as well as we did. Joe guided us through the process. He was very considerate and patient with us and we appreciate it.

We would recommend Joe La Brunda and The Greenspan Company without reservation.

Sincerely yours,

Eddie, Dorothy, and Karen Knox

January 24, 2002

Mr. Joe La Brunda
The Greenspan Company/Adjusters International
16542 Ventura Boulevard, Suite 200
Encino, California 91436-2092

Dear Joe,

We just wanted to write and thank you for all your help in helping us rebuild our house after a fire. You were a tremendous help and we don't know what we would have done without you. You have been very patient, professional, considerate and kind to us and we want you to know we truly appreciate all that you did for us. We don't think we could have gotten through the process as well as we did if it hadn't been for you.

We will highly recommend you and The Greenspan Company to anyone.

Thank you,

Eddie Knox

Karen Knox

Dorothy Knox

Eddie, Dorothy and Karen Knox