

February 25, 2014

Clay Gibson

Greenspan Adjusters International

400 Oyster Point Blvd. #519

S. San Francisco, CA 94080

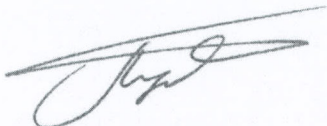
Dear Clay,

My mother in law's home recently caught on fire and the family was devastated. Our roof was missing from the second floor! My in laws are elderly and were in no condition to deal with the aftermath of the fire on their own. We didn't know anything about how the claims process worked, but we did know we needed help.

We were fortunate enough to meet KC Cullum. KC sat down with us and provided in details what services your company, The Greenspan Co./Adjusters International, offered and how you would be able to assist my in laws. Clay, your expertise in navigating the claims process with our insurance company was invaluable. Your experience and professionalism far exceed our expectation. Your estimator, Erin Jordan, was delightful to work with. Her efforts, along with the entire team at The Greenspan Co./Adjusters International, helped us receive the most out of our settlement with the insurance company.

Please let me take this opportunity to thank you and the team at The Greenspan Co./Adjusters International. We sincerely appreciate all the hard work and dedication it took to resolve our claim. We would recommend you and The Greenspan Co./Adjusters International to anyone who has suffered a loss.

Sincerely,

A handwritten signature in black ink, appearing to read 'Rimma', with a long horizontal flourish extending to the right.

Rimma Ludovico