

Leighton & Diana Raynor
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December 16, 2010

Kenneth Crown
The Greenspan Co./Adjusters International
75 East Santa Clara Street, Suite 380
San Jose, CA 95113

Dear Ken,

Boy, are we really glad that we were able to meet you! We never knew that there were services such as your firms and that an insurance claim could be so complicated. We do know that we would have never gotten through this without your help. We feel sorry for those individuals that go through a fire loss without being aware that they can hire a firm such as yours to make sure they collect all the dollars they are entitled to...and you certainly collected the dollars!

We knew we had a problem when Farmers Insurance initially estimated the repairs at only \$240,000.00. Through your efforts and that of your contractor, Mel Smith of Fixation Builders, we ended up collecting \$250,000.00 of additional funds. You never stopped putting the pressure on Farmers to collect the additional monies that were still owed. We know from dealing with lots of companies, many of them only work for the easy dollars and don't always bother pursuing the hard dollars. Ken, you are the exception to this. During the past 4 months, you kept sending emails and letters to our Farmer's adjuster in regards to the remaining \$1,000 that was still owed for the brick walkway and sure enough, they finally paid.

There is no doubt in our minds that had we not employed your firm to handle our claim, we probably would have only collected 60% of what you eventually secured for our building settlement, \$493,000.00. We can certainly state, unequivocally, that we would use you in a second if we were to have another fire at one of our rental properties or to our home. As always, please feel free to have any prospective clients call us in regards to your firms services and the benefits we derived.

Many thanks,


Leigh & Diana Raynor