

Thaddeus L. Up de Graff, Jr.  
10663 Chalon Road  
Los Angeles, California 90077

July 1, 2007

Mr. Arnie Abramson, SPPA, Partner  
The Greenspan Company/Adjusters Int'l  
16542 Ventura Blvd. #200  
Encino, California 91436

Re: Water Damage May 31, 2006


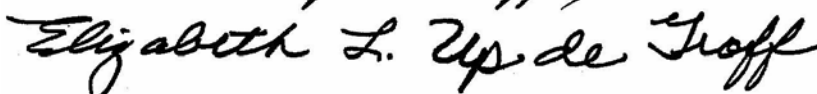
Dear Arnie:

We would like to extend our deep appreciation for the way you handled our flood loss. When the pipe broke the water ran completely through our house ruining our floors, cabinets, furniture and virtually all in its path. We did not know where to start on repairs. We met your people through a reference of yours and are thankful for the meeting. We are convinced that the adjuster for Farmers Insurance would not have agreed to pay for all the things that you convinced him to understand were fair. Your relentless efforts in consultations with the insurance adjuster were instrumental in recovering costs for the damage to our home as well as the expense involving the rental of another home which was mandatory. Thanks to you we were reimbursed for most of our out of pocket expenses. We are certain we could not have accomplished this without your expert and valuable assistance.

We hope that we never have a similar problem, but if it were to happen, we would not hesitate to call you. You are the best!

We found your company through a referral and would like to be of help to others in a similar predicament. Please feel free to use us as part of your referral base. We would be eager to recommend you to anyone who has had a similar catastrophe.

Best wishes,

Thaddeus and Elizabeth Up de Graff