

AMERICAN EMPEROR LLC

PLUMBING, HVAC, ELECTRICAL & BUILDING MATERIAL SUPPLIES

P.O. Box 1815
SAN LEANDRO, CA 94577
TEL: (510) 536-6868
FAX: (510) 536-6812

May 5th, 2020

The Greenspan Co./Adjusters International
400 Oyster Point Blvd., Suite 519
South San Francisco, CA 94080

Dear Steve Severaid,

We wanted to take the time and say thank you. Thank you for sticking with us and all the moving parts immediately after the fire. Thank you for assembling a top-notch team of experts to handle our claim. Thank you most of all for following through on your promises.

After the devastating fire to our Oakland, CA retail and distribution center, we were concerned about our long-term survival. Would the insurance cover our claim, would we be able to rebuild, would we lose all our customer base? The worst of every scenario ran through our heads. However, The Greenspan Co./Adjusters International was there through it all.

After meeting with you, Ken Crown, Rino Benenati and Kenny Taylor, we were convinced hiring The Greenspan Co./Adjusters International was the best and likely only way to recover. Your team immediately went to work with Kenny Taylor leading the discussions and presentations to our insurance company.

The Greenspan Co./Adjusters International was able to match their in-house experts with the insurance company's consultants and every step of the way; we knew Greenspan had the upper hand. From Chris Glenister and the business interruption calculations to Jim Warren's building estimate and culminating with Jenny Schultz and the inventory claim, every step was detailed and well planned. The results that followed speak for themselves.

In just a matter of months, our complex multi-million-dollar insurance claim was measured, presented and settled all as a result of the preparation and comprehensive approach put forth by The Greenspan Co./Adjusters International. Our business was able to continue operations at a temporary location and by securing fair compensation from our insurance company, the outlook for our business is looking bright. Had it not been for The Greenspan Co./Adjusters International's efforts this certainly would not have been the case.

The day of the fire was the worst day in our lives but hiring The Greenspan Co./Adjusters International allowed us to immediately begin the recovery. We don't want to do any business with The Greenspan Co./Adjusters International in the future; however, The Greenspan Co./Adjusters International will be among the first ones we will contact should any unfortunate happens again. Your success has now allowed us to flourish and we are forever grateful. Thank you again!

Sincerely,



Kin Wong
General Manager