

August 28, 2020

To Whom It May Concern:

I'm writing this letter to any potential clients of The Greenspan Co./Adjusters International. It is a privilege and a sincere pleasure to recommend them to you.

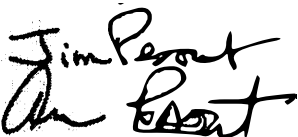
After the Butte Fire destroyed our home in 2015, a friend recommended that we hire Greenspan International to manage our insurance claim. As I've told so many people, that was the best decision we ever made to get us through the morass of insurance language, revolving door of claim adjusters, documentation, and negotiations to reach our final settlement. Insurance matters are so complex, you can never know whether you're being treated fairly and justly or ripped off. Something tells me that when people hire Greenspan, the insurance company just throws in the towel and gives you everything you deserve. Greenspan found money the insurance company owed us that they had not told us about and we would never have found. Hiring them was the best decision we made throughout this whole process.

It's not all about money, though. What Greenspan International gave us was confidence and the peace of mind we needed when our lives were turned upside down by our loss. We credit Eric Metz with literally saving our lives. The distress of losing your home can be devastating to your health. People get sick and some even die from the stress of such a loss. It's not worth trying to go it alone. Eric took a personal interest in us as people while providing his dogged, professional, and strategic knowledge and skill to our claim. He never looked at this as a purely financial endeavor. We were always individuals first and clients as well. He reminded us from the beginning that it would be a marathon, not a sprint. He took emotional care of us while skillfully handling all aspects of our claim. We've never questioned our decision to hire Greenspan.

When some friends lost their home to a fire we advised them to hire a public adjuster and recommended they contact Greenspan International. Months later, they told us that was the best advice they received on their long journey and thanked us profusely for our recommendation. They too never looked back or questioned their decision to seek Greenspan's help. It was nice to pay it forward. As I mentioned earlier, it had been a friend of ours who recommended our hiring Greenspan, and we had a chance to help others. How could we do otherwise?

We make the same recommendation to you. We couldn't be more sincere and we couldn't have been more fortunate to have entrusted our claim to Eric and Greenspan International.

Sincerely,

Handwritten signatures of Jim and Ann Pesout in black ink. The signature 'Jim Pesout' is written above 'Ann Pesout'.

Jim and Ann Pesout