

Doug & Eileen Sprout
3812 Eton Street
Burnaby BC V5C 1J4

August 31, 2023

Kenneth Crown
The Greenspan Co. Adjusters International
519 – 400 Oyster Point Blvd
S. San Francisco CA 94080

Dear Ken,

As we finally conclude the long and arduous process of our insurance claim for the total fire loss of our home in Vernon, we would like to extend our thanks for your invaluable assistance in this ordeal.

Despite the fact that Greenspan's involvement began a full seven months after our claim was filed, resulting in an uphill battle with the insurer to redetermine what values and actions should have been equitable, Greenspan, and you in particular, were able to greatly improve our position. In addition, Ken, we appreciate that you personally stepped to handle our file despite already having a significant workload and still dedicated a great deal of time and energy working with us. Your ability to be both tactful and forceful in dealing with the insurer resulted in the best possible outcome from our perspective. You were true to your word throughout.

You brought an invaluable understanding of the insurance industry in general, as well as demonstrating impressive tenacity and attention to detail throughout the process. We greatly appreciate your efforts on our behalf and believe that had we involved Greenspan at the outset, the benefits would have been greater still.

Please accept our sincere thanks and best wishes for further success.

Sincerely,

A handwritten signature in black ink, appearing to read "Doug & Eileen Sprout", written in a cursive style.

Doug & Eileen Sprout