

**Duane Merrick
Safford Carpet
P.O. Box 563
Safford, AZ 85548**

April 2, 2009

**Joshua Scott
The Greenspan Co. / Adjusters International
6380 E Thomas Road, Suite 324
Scottsdale AZ 85251**

Dear Mr. Scott,

After the devastating fire that destroyed my business I was at a loss as to where to start. Although I was approached by several organizations offering their assistance, I was hesitant to involve outside parties for fear they had their interests in mind above my own. However, after getting over the initial shock, I looked at the big picture and knew I was not equipped to handling the daunting task of dealing with my insurance company alone.

After speaking with Sean Kaider I was immediately impressed by his genuine concern for my recovery and his knowledge. The information he provided at our initial meeting gave me the immediate tools I needed to make informed decisions with my claim.

Immediately after retaining your services I saw the team of experts rally around my loss. The tenacious work done to document and negotiation my claim with the insurance company was impressive through out the process. While the insurance company tried my patients in reaching a settlement, your team's constant support and expertise rejuvenated my confidence that I would receive the maximum settlement possible. I can say with great appreciation today that you held true to your promise to maximize my recovery.

Please express to the entire team of people who worked on my behalf sincere appreciation and thanks. The Greenspan Co. / Adjusters International is a true advocate for the consumer. Should you ever need a reference of any kind I will be happy to provide one.

Sincerely,



Duane Merrick
Owner Safford Carpet
Safford AZ