



KOFFLER

ELECTRICAL MECHANICAL APPARATUS REPAIR, INC.

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January 25, 2011

The Greenspan Company/Adjusters International
400 Oyster Point Blvd, Suite 519
South San Francisco, CA 94080
Attn.: Gordon Scott, President

Mr. Scott,

In the early morning hours I received a call my building and business of 41 years was on fire. I arrive to find the fire department putting water on the wrong part of the structure. My years of hard work, sweat and the sole I had put into the business appeared to be going up in smoke. After I directed them as to where to fire the fire they were able to extinguish the blaze. The next morning, when the smoke settled I saw it may be possible to get my operation going again but it would be a massive job. It was then I met the Greenspan Co. /Adjusters International. Ken Crown and his crew explained to me what my problems would be in putting in a claim where I wanted to do all the work. They explained that it was possible to leave a lot of insurance money that may be due me unpaid, if I went on my own.

Bruce Tibert, an experienced adjuster with Greenspan Co. /Adjusters International, was assigned to run the adjusting team. He brought his team of experts in to evaluate the loss and left me to get my business running. They consulted on how to set up the insurance repair accounting registers for easy reference. The insurance company hired experts to evaluate the equipment and building damages and, as I was told earlier, tried to under evaluate the loss. Through The Greenspan Co. /Adjusters International I was able to I was able to repair the building, purchased new equipment, update the energy usage and get rid of years of rerouted and unused wiring and streamline the system. The Greenspan Company/Adjusters International was responsible for getting me almost 100% more than was originally offered by the company experts. Mr. Tibert and his team of equipment and building experts overwhelmingly showed the company the true costs and the result was my business is back in operation without a loss of a single customer. I can highly recommend them to keep the insurance paying what they should.

If you have any questions, please do not hesitate to call me at 510-567-0630. Thank you.

Sincerely,

Charlie Koffler
C.E.O.