

# 4234 INN SOUTH AVENUE INC.

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January 29, 2014

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

We own several hotels around the country. The Greenspan Co./Adjusters International has previously represented several of our investors and relatives in the hotel business. We are thankful to have met with you and Gregg Clifford to help us recover from a devastating fire that damaged our hotel in Alabama. The fire occurred during the middle of an ongoing renovation and had the potential to cause tremendous delays and damage to our business. With your help we have been able to negotiate a favorable replacement cost as well as identified a replacement property at another location in California.

Our investment group had purchased insurance policy to help us in the time of such a loss. Your efforts to quantify and measure the loss were very detailed.

We sincerely appreciate your negotiation skills and the navigation of our claim to a prompt and well thought out settlement of our claim. The percentage of fees that we paid at 10% was well worth the investment. We are happy to serve as references to any future potential clients.

Please feel free to share my contact information with anybody that is considering hiring your firm. We don't believe anybody should undertake the daunting task of dealing with an insurance company in a fire claim as they will quickly learn that the insurer does not have the insured's interest entirely at its heart. Again, thank you and The Greenspan Co./Adjusters International for your tremendous efforts.

Sincerely,



**Sam Patel**

Partner/Stakeholder  
310-308-5203