

T.W. ENTERPRISES

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May 4, 2013

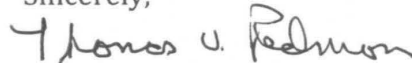
The Greenspan Co./Adjusters International
400 Oyster Point Blvd., Suite 519
South San Francisco, CA 94080

Our family apartment building in Calistoga suffered a terrible fire this year. I was referred your name by a friend who spoke very highly of you and Steve Severaid as well as The Greenspan Company/Adjusters International. I am glad we made the decision to retain your company. Our insurance company adjuster initially indicated that he would advocate our interests and that retaining a public adjuster was not necessary. We learned very quickly that this was a tactic to reduce the payout on our claim.

The insurance company initially estimated the claim at approximately \$100,000. When they learned that you and your company were involved they hired 2 construction consultants, a contractor, and an engineer to justify their incorrect estimate and scope of repairs. Thankfully you were able to assemble a similar team of experts and counterparts to demonstrate to the adjuster the areas of scope that had been missed. You and your team did a fantastic job of negotiating the claim. Our ultimately recovery was almost 3 times what the carrier had offered. The charge for your services was well worth the investment.

Your team of experts at The Greenspan Company/Adjusters International know their stuff. I would not hesitate to call you again if I had another loss. Please do not hesitate to use me as a reference.

Sincerely,



Thomas W. Redmon
Owner