The Greenspan Co
400 Oyster Point Blvd.
So. San Francisco, CA

March 23, 1988

To all concerned;

On September 10, 1986 our house was destroyed by fire. The Greenspan Company met with us at the site and after a lenghty conversation, we decided to handle the situation ourselves. After all what could be so difficult? I mean you pay the insurance company to work for you right? Well, five months later, making absolutly no progress on our own and in total desparation we called the Greenspan Company in to help. They not only helped, they got us an advance in five days and settled the matter in a breif peroid of time, with more dollars that expected.

Shortly after this episode we had another only with our business. It was robbed while on vacation. The burgulary left us again with nothing. This time it was quite different, the only phone call we make with NO hesitation was to the Greenspan Company. We met with them the next day.

At this writing, we are on our way to their office to get our settlement. After finding out about co-insurance clauses, depreciated losses and gains, over valued equipment, under valued equipment, and a whole host of other insurance jargan, I KNOW we could have never "handled the situation ourselves".

This company was always up front with us, good news or bad you'll always know what to expect, no surprises. They held my hand, listened to my frustrations, took away all the headaches involved. They "handled the situation". Please know one thing if you have a loss your insurance adjuster works for the insurance company. Do yourself a favor, let the Greenspan Company work for you. It makes the teams more even.

If your hesitant because of the commission fee (like we were), you are going to laugh at yourself in the end. It will be one bill you will be so glad to pay and know that they deserve every dime.

If we may be of any help to you at all in making up your mind, please just write down this phone number and call us ANYTIME. (707)586-1842.

Very, very, truly yours,

Behrouz and Rainy Azarvand

Behrouz and Rainy Azarvand

APR 6 1988

Bill,

This is just a note of thanks to all of you who helped us in all of our Dire Straights.

Thank you Frank who helped with the house and kept us in good humor. Rob Crown who introduced you to us. Jerry who doesn't Really do anything But looks good doing it. Shelly who If ould make Sense out of azais, could also eap from a building at a single bound. The ladies who answer the frantic phone lls and made Sure the messages all got put ~~the~~ in the Right place, mostly o my friend Bill, you had a tough ut to CRACK But Did it anyway.

We feel like we made some good friends to treated us with professionalism, kindness and a good strong shoulder to cry on.

The new business will be open on monday 4/11/88 any of yau please come in and let us buy yau lunch!
90 west college ave, Santa Rosa

The Country Kitchen

Thanks!!!!

Rainy Ayuadad

P.S. the next time any of us meet, let it be over lunch and not over crisis.

Robb Greenspan, SPPA

From: Rainy Robinson [thebigcheese@driversity.com]
Sent: Tuesday, June 03, 2003 9:11 AM
To: robb@greenspan.com
Subject: Hello from an old client

Hello Robb,

My name is now Rainy Robinson. I was the "wife" of Azar's Car Care Center 15 years ago. While currently preparing for my own insurance Agent/Broker licensing I decided to look you up. I'm glad I did.

I wanted to let you know how significantly you changed my life. I never forgot you. The above event was the hardest and most difficult time of my life. I am no longer with the "husband" in fact only remained 3 years after the disasters.

Your kind words and way of making a very difficult situation so much better helped me more than you will ever know. You may remember that our house had burned a few months prior to this in which you helped us also. I was 26 when I hired Greenspan to help with the loss of the house and subsequently the business. I took a fair amount of abuse for doing so but I never regretted it - ever. It was my extraordinary luck to find you and your company. You took over and handled the daunting task (to those that do not speak in insurance "tongues") of two insurance claims. At every opportunity between that time and this time when the subject presents itself I speak of you and your company. With out this company the regular person has nowhere to turn.

In short, I wanted to thank you for doing what you do. Thank you for the impact you have had on me. Keep this for the days that you don't think you made a difference know that you have.

Rainy Azarvand - Robinson
Director
www.driversity.com