



DOS PALOS - ORO LOMA JOINT UNIFIED SCHOOL DISTRICT

2041 Almond Street • Dos Palos • California 93620

May 24, 2012

The Greenspan Co./Adjusters International
455 University Avenue, Suite 350
Sacramento CA 95825

Dear Sirs,

As I write this letter of commendation, I think back to that day in December when an entire wing of our high school; the one that housed our agricultural, industrial arts and computer classrooms and labs; was totally consumed in a massive fire. How much we have learned since then!

When Steve Severaid met with us, he painted a vivid picture of the insurance recovery process. He underscored that our insurance company, Travelers, would do everything that they could to minimize our claim. After all, until we had a big fire, we were an asset to them. We became a liability. Perhaps the facts illustrate the point best:

- Travelers initially estimated our building loss at 2.8 million dollars. You settled it for 6.4 million plus 770,000 for code upgrades
- Travelers initially evaluated our personal property at just over 750,000. You settled our personal property claim for 1.9 million
- You arranged for us to purchase six temporary laboratories for us to continue classes that in the end we were able to retain and convert to twelve new classrooms, effectively at little cost to us

It would take pages to describe the process and strategies that your firm employed in the advancement of our claim. I would be remiss if I did not acknowledge the patience and persistence of your lead adjuster, Bruce Tibert; the compassionate assistance to our teachers and the painstaking work on our inventory performed by Heather Connell and her staff; and the wisdom and strategy that Paul Migdal contributed. Your team was exceptional in every way.

It is clear to us that you and your firm serve the community well. Your interests are aligned with those of your clients. Yes, you get paid handsomely, but you earn it and deserve it when you attain results like you did for us. We hope we are never in need of your services again, but you can rest assured that if we ever have another claim, we will call you immediately. Please feel free to have anyone call me for a glowing recommendation.

Sincerely,

Brian Walker, Ed.D.
Superintendent of Schools

