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October 10, 2007

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The Greenspan Company North/Adjusters International Northern Regions/East Bay Office Heritage Office Park 11875 Dublin Blvd. Suite #D179 Dublin, Ca. 94568

I want to express my sincere gratitude to you and your staff for representing Kristen and I after our recent house fire. I am certain that we would have been combating with our insurance company for years to come if it wasn't for you and your knowledgeable staff.

We especially appreciate your willingness to work with our contractors in getting all the necessary work done in a timely manner and allowed us to move back into our home.

We have finally come to an agreement with the insurance company and look forward to putting this behind us and enjoying our home once again.

Sincerely,

William "Boots Del Biaggio III