

October 16, 2009

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

Dear Gordon,

We have been a client of your firm, to help with the insurance claims for the home we lost to fire, in May 2009. As our claim process is coming to an end, I wanted to write to express our appreciation for all the good work by your firm, and especially Jessica Bivens.

Our home fire was a huge event for us, never having experienced such a loss before. As you know, we tried managing the fire claim with the insurance provider and their agents. Within a month, I realized that this was a job best done by professionals!

We have been working closely with Jessica Bivens for almost two years now. It is not easy for me to entrust someone else with my situation. Even so, within a month of her working with us, we realized that he is the most professional, helpful and efficient I have ever worked with. Not only did she maximize the claim settlement amounts that we received, the entire experience was amazingly pleasant. The claim checks would arrive before we expected them, along with the timely email and phone updates from her. If we ever had any questions about the process, she would always be there to help us out. She also made all the appraisal and inspection process so convenient.

I hope all your other clients can be as lucky as us, with Jessica on our side. We don't have enough words to thank her!



Vigyan Singhal (and Sonali Bhushan)
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