



# HUEY'S

## Automotive Service

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1717 19th Street • Sacramento, CA 95814 • (916) 447-6837

November 19, 1998

Mr. Scott Duval, General Adjuster  
The Greenspan Co./Adjusters International  
3600 American River Drive, Ste. 145  
Sacramento, Ca 95864

Dear Mr. Duval,

I must admit I was leery and skeptical when you approached me the day after the fire damage to my business. Deciding to hire you was indeed a very wise decision on my part.

I didn't know which direction to turn, only that my business needed all of my attention. Your expertise, attention to detail and overall management of all aspects of my claim relieved me of an overwhelming burden. The settlements under the building, business personal property, and loss of income were all more than I expected. Your relentless pursuit of what I was owed by the insurance company netted my business two to three times what the insurance company wanted to settle for.

You identified a coverage issue resulting from an error by my insurance company. You quickly resolved it with the agent's office, which resulted in a \$75,000.00 settlement under that coverage alone.

Your team approach included construction and restoration consultants, Eric Jayne as my inventory specialist, and Kathryn Coleman as my loss of income expert. The expertise and knowledge of these representatives left little for the insurance company to question.

The value of your company's service cannot be stressed enough. As you are aware, I referred you to a friend whose business equipment suffered a water loss. His only regret is that he did not retain your services earlier in the process. I will continue to refer you.

I thank you again for your persistence in pursuing my business. I could not have done it without you.

Sincerely,

Larry Huey  
Huey's Automotive  
1717 19<sup>th</sup> Street  
Sacramento, Ca 95814

*Serving Sacramento Since 1980*