

Ken Crown, SPPA  
Executive Vice President  
The Greenspan Co./ Adjusters International  
75 East Santa Clara Street, Suite 380  
San Jose, CA 95113

Dear Ken,

Jayne and I have much to be grateful for as we approach our one year anniversary of moving into our new home. We want to personally thank Greenspan and specifically you and Jenny Schultz for what we consider to be 'above and beyond' service in settling our insurance claim with Farmer's.

The morning after our house was lost in a fire you and Rino Benanati showed up to offer the services of your company. You both were gracious, kind and very appropriate in explaining the services your company offers and why we might consider working with you. Losing a house in any situation is traumatic and you and Greenspan did the best possible job, from our perspective, in helping us navigate through some very difficult insurance negotiations.

The most valuable parts of the service included the extensive inventory of the contents and the negotiations with Farmers Insurance regarding supplemental payments for contents and reconstruction. Ken, I cannot express how grateful I am for your patience with me, as I clearly was overwhelmed and mystified by the whole process. You consistently listened to my concerns and then advocated for me, even over things that had already been addressed by Farmer's.

We appreciated the timely matter in which you responded to emails, texts and phone calls. I felt you were offering a service that was available 24/7. There were many times when you returned phone calls in the evenings and on weekends.

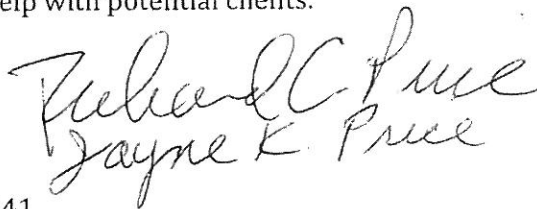
We also want to express our appreciation to Jenny Schultz for her diligence and persistence in combing through the ruins of our house, working with us to identify what might have been in rooms that were reduced to ashes, and then consistently going back over Farmer's interpretation of the contents and pointing out their errors and omissions resulting in several thousand dollars more in recovered losses.

It was helpful in the midst of the process that Greenspan was flexible enough to make some personnel changes that allowed us to work exclusively with Jenny Schultz and yourself. With the two of you working as a team it felt like we had Greenspan's A team working on our behalf.

In the future I will be recommending Greenspan to friends who need an advocate in their insurance negotiations. We have told many in our sphere of influence that Greenspan gave us our life back in midst of a trying time. You took on tasks that left to our own would have taken untold and inexperienced hours to negotiate with Farmers Insurance. We are grateful for your work and our relationship.

Let us know if we can help with potential clients.

Richard C. Price  
Jayne K. Price  
PO Box 242  
Mount Hermon, CA 95041

Handwritten signatures of Richard C. Price and Jayne K. Price. The signature for Richard C. Price is written in a cursive style, and the signature for Jayne K. Price is written in a similar cursive style below it.