

Brant Williams
Firefighter

5222 E Windrose Dr
Scottsdale, AZ 85254

Dear Josh:

As a Firefighter I see firsthand the devastating effects a fire can have on a home and a family. I never thought for a moment I, too, would go through such a traumatic event. When our family home burned down I just could not believe it. I still find it hard believe it to this day.

As a firefighter in Scottsdale I have always been relieved to hear the home I just put out had insurance. Like everyone else I thought the insurance company would come in to save the day. Little did I know this was not the case. After all, I only put the fires out, I never saw what happened after the insurance company was called.

After my home burned, I was able to see that insurance companies and their adjusters are not there to save the day. They are there to pay as little as possible. Insurance companies are smart. Our adjuster seemed like a nice guy at the beginning. He told us we did not need help from anyone and he would be there for us and take care of everything. We started seeing red flags shortly after he left. He was unwilling to provide us an advance that would help in any real way. When we could get ahold of him, only after several attempts, he would say he would get to our claim as soon as "he had a chance."

After countless delays he finally did give us an offer. However, it was nowhere near the amount we needed to rebuild our house or replace our things. When we confronted him about it he said we had to prove that he was wrong. Until we did, there was nothing he would do. It was disheartening news to hear. He said he would be there for us. He was, up until we needed him. It was clear at that time he had been setting us up from the beginning. We finally had enough and decided it was time to do something.

As a firefighter I had been to several fire department conferences and remembered The Greenspan Co. / Adjusters International had sponsored the events. I decided to call to see if you could help. I was so happy to meet with Dow Brooks who let me know it was not too late. Dow knew right off the bat what the insurance company was doing. They were clearly delaying our claim in order to wear us down. We decided to hire The Greenspan Co. / Adjusters International right away. This is one of the best decisions we have ever made.

Immediately after hiring The Greenspan Co. / Adjusters International you were on it. You immediately called in experts to evaluate the building, and contents. You found all kinds of errors and items left out or intentionally ignored by the insurance company adjuster. I was blown away to learn the insurance company had not even thought about the asbestos contamination to my property. They were just ignoring it in hopes I would not find out. This could have caused serious health problems for my entire family. It still blows me away an insurance company would put its profits ahead of the health of my kids.

Josh, I want to extend my family's sincere thanks to you and everyone at the Greenspan Co. / Adjusters International who worked tirelessly on our claim. I can't thank you enough for looking out for us. You may have literally been a life saver.

I would like to ask one last favor of you and Dow. If you are speaking with a family who has just lost their home, please hand them this letter. I don't want them to learn the hard way, like I did, the insurance company is not on their side.

Sincerely,

A handwritten signature in black ink that reads "Brant Williams". The signature is written in a cursive, flowing style.

Brant Williams