

Tennyson & Linda Tucker
265 Petaluma Ave.
Sebastopol, CA 95472

Mr. Kenny Taylor
The Greenspan Co. / Adjusters International
5000 Hopyard Rd., Suite 302
Pleasanton, CA 94588

Re: Fire Damage to Commercial Building

July 13, 2013 will live in infamy. An arsonist set fire to our commercial building which had served as the iconic feed store in Sebastopol for over 80 years. In an instant, the building was reduced to rubble, leaving only the exterior block walls. Once the flames were extinguished we quickly realized another challenge lay ahead.

As business owners and professionals for the previous 50 years, we understand the importance of having an advocate on your side. Although we are well versed in nearly all aspects of business, preparing a multi-million dollar insurance claim was not something we were prepared to do. With our livelihoods at stake we turned to The Greenspan Co. / Adjusters International. After our initial meeting with Gordon Scott, it was clear that The Greenspan Co. / Adjusters International was the right choice! Gordon expertly explained how The Greenspan Co. / Adjusters International's team of professionals would promptly work to maximize our claim and ensure an equal playing field with the insurance company.

Gordon introduced us to Gary Johnson, Kenny Taylor and Jim Warren. Gary and Kenny took the lead in preparing the claim and negotiating with the insurance company. Jim accurately documented 100% of the building materials and fixtures in order to estimate the reasonable cost to repair the building. After receiving the initial claim, the insurance company offered to pay only 60% of the claimed damages. With The Greenspan Co. / Adjusters International's expertise, knowledge of the policy provisions and attention to detail, we received an additional \$850,000 and were able to begin making repairs to the building.

In the end, we were thoroughly impressed with the coordinated efforts, customer service and professional approach put forth by Gary Johnson and Kenny Taylor. We were able to rebuild in a timely fashion and restore normalcy to our lives. All else being equal we are convinced that had we tried to "go it alone" we would never have achieved the same results and likely would never have rebuilt.

Thank you again!

Tenny Tucker

A handwritten signature in cursive script, appearing to read "Tenny Tucker". The signature is written in dark ink on a white background.