

February 14, 2012

To: Greenspan

Re: 12 Valley Road, Fairfax, California

This fire occurred on September 13, 2010, at 12 Valley Road, Fairfax, California. After the initial shock of the event, I began to have some questions regarding the Insurance Company adjusters and their recommendations. So I called my friends Carla and Bob Chapman of Marchant and Chapman, real estate agents. They referred me to Steve Solomon through Jon Marchant.

Steve met with me at the site and we reviewed the proposal. After some rather odd reactions from the Insurance Company adjusters and their contractor, I decided to hire Greenspan to represent me.

From Steve Solomon whom was most reassuring to the endless support and energies of Clay Gibson and dealing with the Insurance Company adjusters. I found Greenspan to be an excellent source for alleviating my anxiety. I had owned my home for 30 years and was in a period of extreme life changing transitions when the fire occurred.

Clay Gibson went "above and beyond" in his invaluable assistance with this claim and dealing with the multitudes of situations and issues which arose.

**I would not hesitate to rehire or recommend Greenspan. Once again,
Thank-You!**

Sincerely,

Terry L. Gordy

A handwritten signature in black ink, appearing to read "Terry L. Gordy", with a long, sweeping horizontal line extending to the right.