

September 11, 2013

Mr. Clay Gibson

The Greenspan Co./Adjusters International

400 Oyster Point Blvd. #519

South San Francisco, CA 94080

Dear Mr. Gibson,

I wanted to sincerely thank you for your assistance with my Farmers Insurance claim.

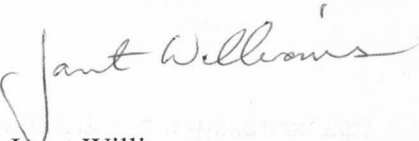
A devastating fire destroyed my home. Like most people, I never imagined something like this could happen to me and my family. Needless to say, I was overwhelmed with the entire claims process and the amount of work it would take for me to get my house back to the way it was before the fire.

After realizing Farmers Insurance was attempting to minimize my coverage, I immediately signed with you and The Greenspan Co./Adjusters International. Their initial attempt to under pay my claim illustrated why I needed you to be my advocate.

The claims process has been long and difficult, but you have been there for me throughout the process. I appreciate your support and guidance immensely. There was no way I could have handled the insurance claim by myself.

I would, without a moment's hesitation, recommend you and The Greenspan Co./Adjusters International to any of my friends and family unfortunate enough to have a fire at their home.

Sincerely,

A handwritten signature in cursive script that reads "Janet Williams". The signature is written in dark ink and is positioned above the printed name.

Janet Williams