Livermore Dental Care
Personalized & Comfortable

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The Greenspan Adjusters International
5000 Hopyard Rd., Suite 302
Pleasanton, CA 94588

RE: David Gibson & Melissa Nackley

Dear Mr. Taylor,

First and foremost, we would like to thank you and your team for all of the work that you did on our behalf following the devastating fire at our home. We never imagined having to replace 100% of our life possessions much less having to rebuild our dream home. With your help and expert guidance we were able to do so.

It was interesting, immediately after the fire our insurance company wanted us to use their preferred vendors and recommended we demolish the home right away. We were alarmed by the lack of attention to detail, with how rushed they were and questioned their motives. We were so lucky we listened to you and did not put our trust in our insurance company who we thought would look out for our interest. If we had demolished our house or listened to our insurance company we would have lost pertinent evidence that helped secure the details towards our final claim award amounts.

At first we were taken back by all the public adjusters contacting us and thought our own insurance adjuster would watch out for us. We then researched what a Public Adjuster is and how they can assist in the claims process and talked to others that had used public adjusters. We found that Greenspan was well known as the premier Public Adjusting firm. Everyone was so attentive to us.

By diligently documenting all aspects of our claim the final settlement you achieved was more than $350,000 higher than what was originally offered on our house. Plus our personal property settlement was $250,000 more than our insurance company tried to get us to settle on. You were able to secure replacement cost benefits for our personal property and dwelling too. Likewise, you were successful in convincing the insurance company to pay for an equivalent home furnished with quality household goods while our home was rebuilt.

By taking charge of the adjustment process for us, your services allowed me to focus on running my dental practice and allowed Melissa to minimize the distractions for our children. You kept us informed each and every step of the way and always made yourself available to address our questions and concerns. Our minds were set at ease and we were extremely impressed by your diplomatic approach. Your team was on site and was totally devoted to our cause from the beginning. By working with you we identified losses that we would have missed. You treated our loss in the same manner as you would have treated your own.

I am convinced that hiring The Greenspan Co./Adjusters International was the right choice. The additional payments you were able to secure far exceeded the cost of your services. Should a potential client ever need a reference or success story we would gladly share our great experience with them.

Thank you again for the fantastic job handling our case.

David Gibson, DDS