VILLAGE BAPTIST CHURCH
825 Drake Avenue
Marin City, California 94965
(415)332-5156
Rev. Dr. Emmanuel O. Akognon, Pastor/Teacher

October 5, 2002

TO WHOM IT MAY CONCERN
UNSCOLICITED TESTIMONIAL

On October 17, 1999 our church building was destroyed by fire. The Greenspan Co./Adjusters International came to our rescue. I was reluctant at first to hire them but ***thank God that we did.*** This letter is to inform you of our experience with Greenspan and to **highly** recommend their company to you.

First, they were not "pushy". They explained to us what their experiences were with insurance companies. They gave us all available options and gave us time to meet as a church to make our decision. They also encouraged us to call their references in order to verify their work-ethic.

Second, the settlement we received from our insurer is three times what they wanted to give us. The Greenspan company more than earned their pay. Mr. Kenneth Crown is a gentle but firm negotiator. His great knowledge and wealth of experience got us over $800,000.00 (eight hundred thousand dollars) that was not part of what our insurance company wanted to give us. It was amazing how Mr. Crown was able to work with our insurance agent to get us benefits that were given retroactively.

Third, Greenspan was prompt and sensitive in responding to all our concerns. They met with the congregation whenever I wanted them to help explain complicated and technical issues. They responded to our phone calls on time. Mr. Crown made his cell phone available to our team. Our claim, we felt, was given priority. We did not feel that we were one of several claims that they were handling.

The Greenspan Company made sure we understood all issues regarding our claim. They represented us well and used very competent staff in putting together the documents submitted to the Insurance company. **I highly recommend the Greenspan company and assure you that you will not regret hiring them to represent you!** I am also available to you for further information or clarification.

I can be reached at (415)332-5156 or (707)762-6112. Or you may email me at Akognon@attbi.com.

Sincerely,

Emmanuel O. Akognon

Rev. Dr. Emmanuel O. Akognon
Pastor, Village Baptist Church
Marin City, California.

Kenneth J. Crown, SPPA

From: Emmanuel Akognon [akognon@attbi.com]
Sent: Friday, July 12, 2002 11:37 AM
To: ken@greenspan.com
Cc: Timezcape@aol.com
Subject: Demolition

Dear Mr. Crown,

I have not forgotten the "unsolicited" letter of thanks I promised to write to your company. You have worked with our church with the utmost professionalism. You have gone beyond the call of duty several times on our behalf. The cost of hiring your company is well worth it...your services have been more than silver or gold...even more than diamonds!! I will put the letter together soon and mail it directly to you.

I am writing to get clarification on the demolition issue. Am I to understand that part of the cost for the demo comes from the insurance company? Or have we been paid for all of the cost for demolition? Is the demolition considered a code upgrade work? We have chosen a company to the job. After meeting with the management team from our church, with input from Chris Raker, I was asked to write you and confirm the issues surrounding demolition and code-upgrades.

Please respond as soon as possible. Shalom!

Sincerely,

Pastor Akognon