

# **Nilson Brothers Garage**

Nilson Brothers Garage  
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Oakland, CA  
94619

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Sunday, February 9, 2003

Greenspan Co./Insurance Adjusters International  
Dean T. Osbourne  
400 Oyster Point Blvd., Suite 519  
S. San Francisco, CA 94080-1921

Dear Dean,

Without the Greenspan Adjusters working on my behalf, my insurance company would have never handled my claim. I could tell from the first time my insurance agent walked in the door, when Greenspan's representatives first met with him at my shop, he had no intention of honoring my policy. Thanks to Greenspan Insurance Adjusters, my insurance company paid for the repair of my building. I am convinced they would not have paid me a dime if not for your company. Very few times in my fifty-two years has any company lived up to my expectations. Greenspan Insurance Adjusters surpassed my expectations, and they made a very rough situation as smooth as it could possibly have been.

I recommend your firm to anyone in the process of going head to head with an insurance company. Between the small print in a policy, and the obfuscation committed expertly by insurance agents, Greenspan's services are worth twice what they charge. Thank you again for your outstanding service.

Respectfully Yours,



Bernard L. DeLeo, Owner

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