

CITY of MODESTO

**Personnel
Department
Risk
Management
Division**

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May 28, 2009

Mr. Gordon Scott, President
The Greenspan Company/Adjusters International
400 Oyster Point Boulevard, Suite 519
San Francisco, CA 94080-1921

Dear Mr. Scott:

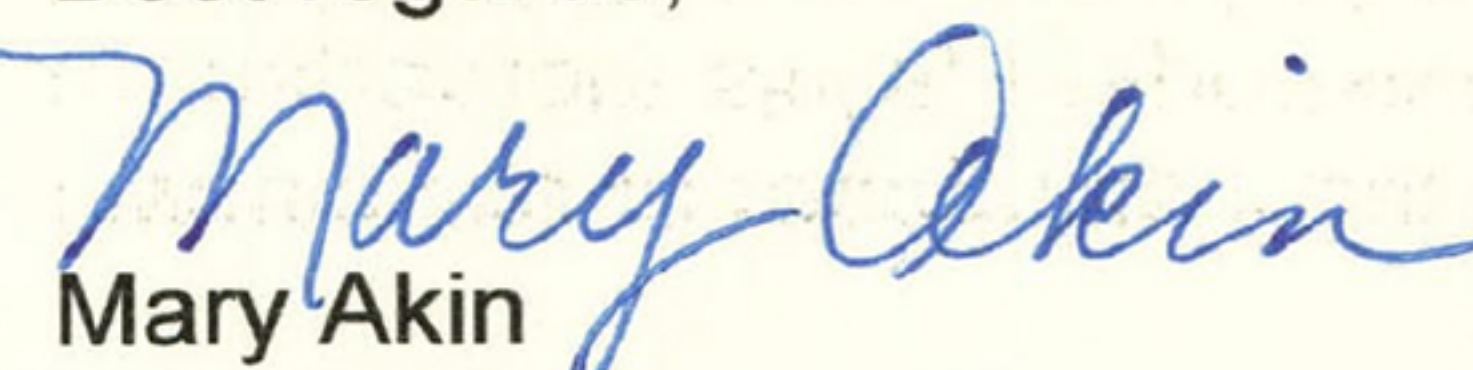
I am writing this letter to acknowledge the efforts of the Greenspan Team in resolving the City of Modesto's property claim. On October 14, 2007 a fire destroyed an old school house that was being used to store historical artifacts.

I would like to recognize Paul Migdal for his positive attitude, expertise, management skills, responsiveness, and his attention to detail. The same goes for Heather Connell who worked through what seemed like an infinite number of small items to assure that all treasures that could be restored were and for those that could not, to assure the City was justly compensated. I would also like to acknowledge Jim Warren who worked diligently making several trips to Modesto to ensure that the structure was thoroughly documented. His efforts laid the foundation for an excellent "like, kind and quality" appraisal from Greenspan's engineering consultant.

What is most appreciated is that all these activities occurred with very little of my time being spent on oversight. I trusted Paul to get the job done in a timely manner with a positive outcome and he accomplished this goal.

Although I was skeptical in the beginning, it did not take long for me to realize that the City at made the right decision in contracting for Greenspan's services.

Best regards,


Mary Akin
Risk Manager