

**JON AND CHERYL SLUSSER
12982 N. 116TH PLACE
SCOTTSDALE, AZ 85259**

January 21, 2016

Mr. Gordon Scott
The Greenspan Co. / Adjusters International
14614 N. Kierland Blvd Suite N-140
Scottsdale, AZ 85254

Dear Gordon,

We are sending you this letter to express our gratitude for the outstanding support and guidance that The Greenspan Co. / Adjusters International provided us with regard to reaching settlement with our insurance company for the loss, by fire, of our mountain home.

This month marks the two year anniversary of our loss. Little did we know that it would take so long to achieve closure; little did we appreciate the effort it would take to satisfy the demands of State Farm; little did we truly understand what our insurance policy actually entitled us to.

Looking back we are very thankful that we made the decision to enlist your company to represent us. Your team "took charge" and delivered.

Of particular merit is the financial recovery we realized. I had a settlement target (\$\$) in mind – we far exceeded it. In fact, I calculate that for every dollar in fees we paid to The Greenspan Co. / Adjusters International, we were returned approximately \$4.50. Very impressive!

Even more importantly, your teams efforts allowed my wife, Cheryl, and I to "have a life" during this ordeal. We are extremely grateful to each and every person who contributed to our recovery effort. Specifically, we would like to thank the following individuals:

Josh Scott (Lead Adjuster) who led the recovery effort with great initiative and outstanding client interface. He was very knowledgeable of the process and savvy with interpersonal dealings. He was a joy to work with.

Dow Brooks (Vice President) who contacted me shortly after the fire and advised me of the services The Greenspan Co. / Adjusters International offered. At the time I truly was not interested, but Dow persisted and I soon came to realize that we really did need The Greenspan Co. / Adjusters International's help. Dow convinced me it was the right thing to do.

Jenny Schultz (Inventory Specialist) who led the effort to pull together a comprehensive inventory for Coverage B. Literally, every household item needed to be individually cataloged. Thousands of items; volumes of collateral demanded by State Farm. An enormous task.

Jim Warren (Head Building Consultant) who led the way on Coverage A. His knowledge, expertise and "toolbox" delivered a settlement ~20% greater than I anticipated.

Finally, after two years, we are closing the books on this tragedy. Looking back now, the only mistake we made was not having signed up with The Greenspan Co. / Adjusters International IMMEDIATELY after the fire.

Thanks again to The Greenspan Co. / Adjusters International. You are very much appreciated!

Sincerely,



Jon & Cheryl Slusser