

Michael and Ellyn Kruke
12598 N 116th Street
Scottsdale AZ 85259

Mr. Joshua Scott, Executive General Adjuster
The Greenspan Company / Adjusters International
6380 E. Thomas Road, Suite 324
Scottsdale, Arizona 85251

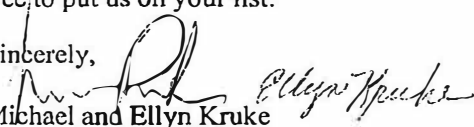
Dear Josh,

We want to thank you for all of the hard work and persistence you demonstrated in the adjustment of our claim. When meeting with the insurance company adjuster it was clear to us he only wanted to patch the damages in order to save his company money. As a proud owner I could see immediately the insurance company did not share our opinion to return our home to the pristine condition it was in before the loss.

After meeting with Dow Brooks of your company we could see the pit falls ahead of us in dealing with the insurance company and their so called contractors and experts. We knew then our best avenue of recovery was through retaining The Greenspan Co. / Adjusters International to represent our interests.

You, and the entire staff, displayed a tremendous level of professionalism through the entire process. By doing so, you were able to obtain a settlement many times greater than that initially offered by the insurance company and we were able to return our home to pristine condition. If you ever have a potential client and need a reference please feel free to put us on your list.

Sincerely,


Michael and Ellyn Kruke