



June 1, 2022

The Greenspan Co. / Adjusters International
Attention: Ken Crown
400 Oyster Point Boulevard, Suite 519
South San Francisco, CA 94080

Ken,

We are writing this letter to express our appreciation to you and the entire team at The Greenspan Co. / Adjusters International. Everyone we worked with from The Greenspan Co. / Adjusters International was great to work with and contributed tremendously to our recovery.

After speaking with others who suffered fire claims, we knew we needed to level the playing field with a team of our own experts. The Greenspan Co. / Adjusters International delivered that team. Josh Scott, our lead adjuster, was always available and knew every detail of our complex claim as if it was his own. Although we know he was working many people from the disaster, he was always up to date on our file, and we really felt like his only client.

Jody Duval and Jim Warren, who worked with Josh on calculating our inventory and building claims, were well informed and always at the loss from our perspective to value the claim in its entirety. We could not have asked for a better group to work with.

Again, we deeply appreciate the efforts of all involved from the team at The Greenspan Co. / Adjusters International and would highly recommend your service to anyone who suffers such an unfortunate loss.

Sincerely,

A handwritten signature in black ink that reads "CC & Regina Yin". The signature is written in a cursive, flowing style.

Chei & Regina Yin
Yin Ranch