

**Judith Faulkner**  
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Kenneth Crown  
The Greenspan Co./Adjusters International  
400 Oyster Point Blvd., Ste. 519  
So. San Francisco, CA 94080

**RE:** 37815 Palo Colorado Road  
Carmel, CA

Dear Ken,

I am so glad that I met you and your partner, Kyle Hensiek, at the free seminar The Greenspan Co. / Adjusters International was providing for the Big Sur fire victims. It became quickly apparent that I did not have the expertise that you and your firm provide. Being that I am a retired nurse and this being a rental property for me, it was very important that I secure every single penny I was entitled to. You certainly made sure of it.

Your building consultant, Erin Jordan, worked tirelessly with me in recreating and pricing the finishes that were in the home. The time you spent with me going through the pre-loss photos certainly helped in justifying the dollar amounts that were being claimed. Special thanks should also go out to Jenny Shultz of your firm who helped in documenting and pricing all of the personal property that was in my rental property at the time of the fire.

To date, you've been able to secure in excess of \$541,000 for the building repairs. Although I was not anticipating collecting for the building code upgrades, I understand now that a check will be forthcoming from State Farm for approximately \$50,000. Ken, you bring tears to my eyes. I never would have thought The Greenspan Co. / Adjusters International would have collected this much money on my behalf. Please feel free to have any perspective clients give me a call. Your firm certainly made life a lot easier for me in dealing with State Farm. Many thanks.

Yours truly,

Judy Faulkner  
(831) 682-7555 (Cell)