



January 12, 2004

Kenneth J. Crown
Vice President
The Greenspan Company/Adjusters International
60 South Market Street
Suite 760
San Jose, CA 95014

Dear Ken:

I will never forget the professionalism, kindness, thoroughness and objectivity you brought to my wine loss claim. As I had begun facing my insurance company on my own with my claim it soon became apparent that I was being judged almost as a criminal for even making a claim. I literally called three attorneys in the wine industry and none would even look at my insurance policy. At my wits end I then called an insurance representative who whispered to me, "Call Greenspan." One of the most valuable calls I have ever made.

Within hours you had personally reviewed my complete insurance policy binder. The next day meeting with you and Chris Glenister was amazing. You quickly reduced the "game" with the insurance companies and how to play through a claim fairly. You brought my claim to almost a 100% valuation at the end and held my hand through a rigorous set of audits of all aspects of my company as my carrier did their best to deny my claim.

No one should EVER play this insurance claim "game" alone. Having never had a claim in the past I did not even know what an insurance adjuster was until the day before we met, and now I can recommend you for assistance to anyone with a happy heart. Your services were outstanding and reasonably priced. Please use me as a reference at any time.

Kind regards to both you and Chris. Please come visit us anytime.

Sincerely,

Leslie Pantling
President/CEO