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The Greenspan Co./Adjusters International
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South San Francisco, CA 94080

I am a San Francisco Fireman. Our home suffered a tremendous accidental fire loss. I responded to the suppression efforts and was really shaken to have become a victim of a fire. Sadly, we also ended up becoming a victim of the insurance company and their low ball tactics. We are grateful I was referred to you and Rino Benenati of The Greenspan Co./Adjusters International. We knew the claim was beyond our comfort zone and expertise. Upon advice from then San Francisco City Supervisor, Sean Elsbernd, we retained you and The Greenspan Co./Adjusters International.

Your expertise and the resources of The Greenspan Co./Adjusters International were instrumental in our favorable settlement. We knew our hands were full when we first met our insurance adjuster. The insurance adjuster tried to dissuade us from hiring a public adjuster. He sought to become our friend and even indicated that he knew some of my high school classmates. He suggested that he would take care of us. He stated that we did not need to pay a public adjuster. I knew right away something was amiss. His claim that the damages were a couple of hundred thousand was inaccurate. I retained your services to advocate for what was rightfully owed.

Our insurer then brought out an army of consultants to, what we immediately realized was a ploy, reduce the availability of our insurance benefits. They brought out multiple contractors and restorations firms to try and clean and save our inventory and building improvements. Thankfully, we had you to advocate our best interests. With your efforts, the building was settled for almost triple what the insurer offered.

Thank you for the great job. Your fee of 10% for the handling of our fire loss was very reasonable in light of the effort and result. Please feel free to utilize us as a reference for any future client.

Sincerely,



Eric Louie