



Joshua Scott / Dow Brooks  
The Greenspan Co. / Adjusters International  
14614 N Kierland Blvd N 140  
Scottsdale AZ 85254

RE: Water Damage Claim

Dear Josh and Dow,

As you know my claim has finally been resolved and I wanted to write to extend my appreciation for your hard work in resolving my loss.

When my water heater burst, damaging my electronic stock, I thought it was a simple loss to resolve. It's hard to believe, looking back, how complicated the insurance company tried to make my claim. It's clear that when an insurance company has a million dollar claim they will try everything they can to get out of paying. The insurance company and their so called "experts" are very skilled at challenging every aspect of a claim. They even went so far as to challenge if water causes damage to electronic equipment!

You and your team used your experience and expertise to, in the end, overcome all objections from the insurance company. Beyond that, you maneuvered my claim in such a way that I was able to avoid having to file a lawsuit against the insurance company. You came through with flying colors on every aspect of my claim.

Thank you again for your hard work and sticking it out to the very end. If you ever need a reference please don't hesitate to use me.

Sincerely,

Nick Touma  
Owner  
Intelcom International  
175 S Hamilton Pl  
Gilbert, AZ 85233