

Robert and Tina Enz  
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To: Joshua Scott/ Rino Benenati  
The Greenspan Co./ Adjusters International  
400 Oyster Point Blvd, Suite 519  
S. San Francisco, Ca. 94080

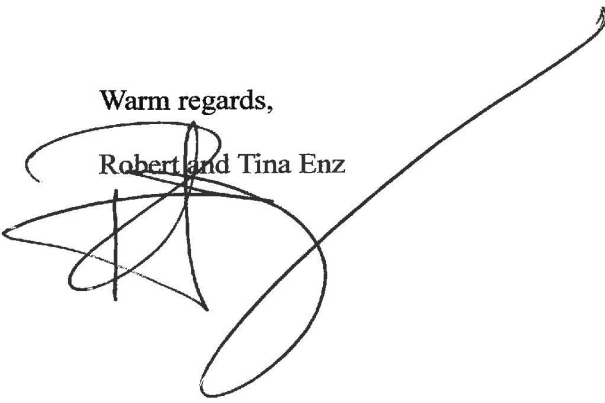
Rino and Joshua,

Sorry for the delay on our appreciation of your handling of the fire claim to our residence. We are so glad Rino met with us at the spur of the moment interrupting his return travels home. Rino made us feel very comfortable with his knowledge of handling claims and assured us he could do an outstanding job and we could continue with our lives with the least amount of interruption that had already been greatly interrupted. We are extremely grateful for this. It is truly remarkable that there are still competent people out there that believe in doing a good job while showing compassion and understanding toward their clients in a time of need.

It is truly exceptional what you guys did for us. Like most people we were unaware just how aggressive insurance companies are in their attempts to reduce their claim payments. Without your help we know we would not have recovered fully from our loss. Again please accept our complete gratitude. We will recommend the Greenspan Co. / Adjusters and International to people who need well-informed experts like you on their side.

Warm regards,

Robert and Tina Enz

A large, stylized handwritten signature in black ink, consisting of several overlapping loops and a long, sweeping line extending upwards and to the right.