



November 22, 2002

The Greenspan Company/Adjusters International
400 Oyster Point Blvd., Suite 519
South San Francisco, CA 94080-1921

To Whom It May Concern,

In July of 2000, an explosion and resulting fire destroyed a major portion of our operating facilities. Needless to say, the devastation was enormous, both physical and psychological. At the time, we really had no idea which way to turn. Amongst all of the chaos of those first few days, we were introduced to Paul Migdal and the Greenspan team. Human nature prevailed and we felt we could handle the situation ourselves. Fortunately, this feeling lasted only a short time and we did enlist the services of the Greenspan team.

Paul Migdal, Gary Johnson, Jim Warren, and Sandy Cho immediately took over virtually every aspect of our claim. They reviewed our policies, set up meetings with our insurance company, and began to quantify our losses. This allowed us to focus almost all of our efforts on trying to restore our business to the best of our ability rather than having to spend all of our time handling the logistics of filing an insurance claim.

Our loss was quite large and the claim was complex. For the past 28 months, the team at Greenspan treated us as if we were their sole client. They invested an immeasurable amount of time and effort and at all times conducted themselves with extreme diligence and absolute integrity and professionalism. They took the time to learn and understand every aspect of our business. They then proceeded, as our advocate, to secure the settlement that we were entitled to under the terms of our policy. Without the assistance and guidance of these professionals, I am sure we would have never received a fair settlement.

Having gone through this experience, I am confident that no company should ever attempt to handle their own claim without the expertise of the Greenspan team. I would recommend the Greenspan Company, without any hesitation or reservation, to anyone faced with the task of filing, and attempting to collect on, an insurance claim. We could have paid far in excess of their fee and would still consider them to be one of the best business investments we have made.

Sincerely,

Daniel Medeiros
Chief Financial Officer

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