



*Ann Meyers'*  
**Queen of Hearts**  
Hotel  
19 East Lewis  
Las Vegas, NV 89101  
702-382-8878

August 3, 2000

Mr. Arnie Abramson, SPPA  
Executive General Adjuster  
The Greenspan Co./Adjusters International  
16542 Ventura Boulevard, #200  
Encino, CA 91436

Dear Arnie:

On January 4, 2000, a terrible fire swept through the third floor of my hotel. This was very disheartening. What was more disheartening was the fact that my insurance company offered me around \$100,000 to settle a loss of about \$250,000. My insurance company told me the reason for the low figure was due to a "co-insurance" penalty. To say I was upset was an understatement. I didn't know what to do.

I then remembered Gordon Scott and Vivian Siebers of your company who had approached me shortly after the fire happened. After meeting again with Gordon and Vivian, I now wanted to hire The Greenspan Company.

Shortly after I hired The Greenspan Company, I met you. I was not sure at first that you could get me a better settlement, but as time went on, I could see from what you told me, that the insurance company was waffling from its position and that you would probably collect more funds from the insurance company.

Because of the way my policy was written and due to the nature of the loss, there were many facets you had to explore to get my insurance company to pay more on the loss than it already had. This took a few months because, as we all know, insurance companies work slowly; after all time is money.

I just wanted to let you know how grateful I am, and to thank you again for getting me a terrific settlement that was more than double what the insurance company had originally offered. If I can ever be of assistance to you and your firm, please feel free to call upon me.

Sincerely,

  
Ann Meyers, Owner