

Doug Donesky
10083 Birchville Rd.
Nevada City, CA 95959

The Greenspan Co./ Adjusters International
Attention: Anthony Astone
400 Oyster Point Boulevard, Suite 519
South San Francisco, CA 94080

March 25, 2009

Dear Tony:

I want to thank The Greenspan Company in general and you in particular for your help in settling our claim over the loss of our home in Santa Cruz County to the Trabing fire. The fire was very distressing and we soon realized that we could not afford to misstep in maximizing the insurance proceeds. I knew about public adjusters and wanted an advocate but was uncertain and feared that retaining a public adjuster would reduce the net recovery.

Your colleague, Steven Solomon, discussed our claim with us at length. He provided guidance that was useful whether or not we retained Greenspan. I gradually concluded that hiring Greenspan would likely ease the process *and* improve the outcome.

You did a fantastic job as our advocate. You quickly grasped the nuances of our claim and moved the process forward without delay. You worked well with Greenspan's experts in documenting the loss. You used discretion and judgment in presenting the loss to the insurance company. You knew when to be nice and when to be forceful. You kept us fully informed and answered our questions. Through your diligent work, you fully earned Greenspan's fee.

A fire loss is difficult in so many ways. Thank you for making this one easier for us both financially and personally. If we faced another major insurance claim we would call Greenspan immediately.

Sincerely,

A handwritten signature in dark ink, appearing to read "Doug Donesky". The signature is fluid and cursive, with the first name "Doug" being more prominent than the last name "Donesky".

Doug Donesky