



December 14, 2014

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

When the fire at our business and commercial building in San Francisco occurred I thought my insurance company would take care of us. I was extremely disappointed to experience the short end of the stick from my own insurance company in my time of need. Moreover, I was extremely frustrated with the adjuster assigned to my claim because he always seemed to be skirting the issues. I met with Steve Severaid and you early in the process. I was cautious on hiring a public adjuster because I thought I had paid my insurance company premiums and that they would in turn promptly and fairly pay my claim. I was mistaken!! I probably should have hired The Greenspan Co./Adjusters International earlier on.

My building is a historic Victorian building in the NOPA corridor of San Francisco. It has unique details in terms of trims, framing, structural components, plaster work, and other elaborate finishes. The insurance company tried to short change the payment of my building claim by hiring paid consultants who were not well versed in the intricacies of a Victorian building. They kept trying to lower the valuation by pricing incomparable modern day finishes. The construction consultant and team you assembled to counteract and open the insurance adjuster's eyes were very detailed. With your expertise and background in claims and insurance law we were able to secure an extremely positive settlement of our claim. We were able to maximize our business interruption, loss of rents, building, and other various buckets of coverage related to all the contents. Thank you for all your tremendous efforts. Very much appreciated.

In hindsight I probably should have hired you and The Greenspan Co/ Adjusters International much earlier on. By delaying my decision I think the claim was trickier to resolve and resulted in harder fight. Nonetheless, we prevailed and we are very grateful for all your efforts. I am glad to serve as a reference to anybody considering hiring you and The Greenspan Co/ Adjusters International. Please feel free to share my contact information.

Sincerely,

A handwritten signature in black ink, appearing to read "Grant Johnson".

Grant Johnson
707-279-0717
grant@grantjohnson.net

P.O. Box 10339 ♦ Napa, CA 94581 ♦ Voice: 415-279-0717