

Christian Van Allen
P.O. Box 368
Oakhurst, Ca 93644

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Ken Crown, SPPA
Executive Vice President
The Greenspan Co./Adjusters International

Dear Ken,

When I lost my home to a wildland fire in Big Sur, my second emotion was thankfulness that I had insurance. However, my comfort became trepidation after my first meeting with my insurance company. Suddenly my insurance company was an adversary, they questioned me as a prosecutor might, and let me know right up front that my belongings and home would be discounted for age and use. They asked to record the interview and leaned in to ask more questions. I knew right then I needed help, and walked out of the meeting.

I met you the next day at a community meeting regarding the brushfire that had claimed my home and the homes of others. Meeting you, Clay Gibson, and Kyle Hensiek was the beginning of the best thing that happened as a result of that fire and losing everything, as I did. After talking with you and gaining an understanding of what your company does, and what insurance companies do, I enlisted your help. The Greenspan Co./Adjusters International stepped in between me and my insurance company and quite literally took over my claim. I never spoke directly with my insurance company again. Jenny Shultz was patient and thorough in helping me to catalogue my lost personal belongings for presentation. Your company's engineers helped to effectively evaluate my home by drawing it out on paper and estimating rebuild costs. Your company understood my policy better than I did, and helped get every dollar I had coming. I counted seven people from The Greenspan Co./Adjusters International on my property at our first site meeting, each employee with their own field of expertise. I have never been so well represented.

Needless to say, this turned into an amazing experience where I received everything I had hoped for from my insurance company, without ever having to lift a finger or a telephone! I cannot thank you enough. Your fees are more than reasonable, and I recommend you to anyone I meet who has a large claim with their insurance company. If I can ever be of service to you, please let me know.

Many thanks to you and your incredible staff for your good work on my behalf.

Sincerely,

Christian Van Allen