Sept 8, 2016

It has been 19 months since our home burned completely to the ground in a wildfire that took out 39 homes in our small community. We have just moved back into our rebuild home this last weekend and could not have done it without the expert help and support of The Greenspan Co./Adjusters International. From the very beginning we were bewildered about our insurance coverage and the steps that would be necessary to access our policy. Our first call to our insurance company was very positive: an adjuster came the next day, a $1200.00 check was handed over to support temporary living expenses, and photographs were taken documenting the total loss. We thought we were in good hands and would be taken care of by the company we had been with for 20 years. Having never been through an ordeal like this, we just followed along and provided what we were asked to help document our losses. Our policy was not explained to us at the time and we didn't understand the details nearly to the level that we do today.

After many disappointing interactions with our insurance company, we decided to call The Greenspan Co./Adjusters International and it was the best decision we ever made. The Greenspan Co./Adjusters International came to our house the next day, looked over all the papers we had exchanged with our insurance company, and because they have the experience, knew just what to look for in the way of what I will call legal fraud. They pointed out all the ways that our agent was making it look like we were going to get the best payoff. After explaining our policy to us and identifying these "tactics", we found that we could nearly double our payout as projected by The Greenspan Co./Adjusters International. Better yet, we would never have to deal with our agent again as all transactions would be handled by The Greenspan Co./Adjusters International. Throughout these 19 months, we have been fairly and professionally treated and have received a far better payout than originally offered by our insurance company. All of our correspondences were replied to and all questions (which were seemingly unending) were answered in a timely manner. The Greenspan Co./Adjusters International has truly been a comforting light in all the turmoil of rebuilding our lives after this devastation.

I would highly recommend The Greenspan Co./Adjusters International's team of experts. We thank them in every correspondence and we truly mean it. We have a beautiful home that we would not have been able to pay for had it not been for the relentless actions of The Greenspan Co./Adjusters International demanding from our insurance company what we deserved as policyholders. The Greenspan Co./Adjusters International sets the standard for what an insurance company should do for its customers. We are beholding.

Karen Marshall

Swall Meadows, Ca

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