

December 1, 2014

Bruce Tibert  
The Greenspan Co./Adjusters International  
455 University Ave, Suite 350  
Sacramento, CA 95825

Dear Mr. Tibert:

I write this letter to express our sincere gratitude for the prompt work in reaching an exceptional settlement from the insurance company.

In the past twenty years Fontana Recycling has never had a tremendous loss as set forth on the morning of January 16<sup>th</sup>, 2014. The result was devastating as the fire had damaged not only our buildings and machinery but our raw materials had all been compromised by the fire that was not able to be contained. The damage was vast we were not able to continue our normal operations.

Upon introduction to The Greenspan Co./Adjusters International, Mr. Gordon Scott explained thoroughly the processes of settlement and with his lead adjuster, Bruce Tibert the execution in reaching a truly exceptional settlement went seamless. Furthermore we are impressed by the effort to always communicate developments about our claims and grateful that our expectations were reached.

We recommend The Greenspan Co./Adjusters International to any family business who are looking for the correct way to settle claims.

Sincerely,



Stephen D. Kim  
Assistant Manager