JON AND CHERYL SLUSSER
12982 N. 116TH PLACE
SCOTTSDALE, AZ 85259

January 24, 2016

Mr. Gordon Scott
The Greenspan Co. / Adjusters International
14614 N. Kierland Blvd Suite N – 140
Scottsdale, AZ 85254

Dear Gordon,

Our purpose for sending you this letter is to provide customer feedback on the performance of a certain The Greenspan Co. / Adjusters International employee, ***Mr. Joshua Scott.***

We are Jon and Cheryl Slusser and we enlisted The Greenspan Co. / Adjusters International to represent us in our quest to reach settlement with State Farm for a fire that destroyed our mountain home two years ago.

Josh Scott was assigned to us as the Lead Adjuster. In this capacity he served as our singular contact and manager of all aspects of our settlement process. This included defining claim content, coordinating claim collateral, submission of claims to our insurer, justification of claim validity, and processing claim settlement. Thru it all Josh was challenged to achieve maximum and expedient financial recovery for us, his clients, while relieving us from the burdens of the demanding settlement process imposed by State Farm.

As a retired Vice President, Quality & Customer Relations for Intel Corporation, I am familiar with the attributes required to manage a complex process and support a customer base. I perceived Josh exhibited many of these attributes. In my judgment, he excelled in the areas of Quality, Discipline, Risk Taking and Customer Orientation.

Quality – Josh demanded thorough collateral preparation and convincing presentation of any/all claims before releasing them for submission to State Farm. He expected every claim to be accepted by State Farm in full, on first pass.

Discipline – Josh was both logical and methodical with regard to initiating, managing and achieving closure on his activities/initiatives. He was excellent re: follow-up.

Risk Taking – Josh showed no fear in his interactions with State Farm, whether addressing the obvious, or taking a risk by challenging the status quo. No matter the circumstance, he always went in prepared. As such, we perceived him to be a calculated risk taker, not a foolish risk taker.

Customer Orientation – Very simply, Josh was great to work with. He was dependable, reliable, knowledgeable and savvy. He was an excellent communicator. He led our recovery effort with great initiative and outstanding customer interface. He knew what we, his customer, expected, and he delivered in a manner that exceeded our expectations.

Cheryl and I were fortunate to have had Josh represent us. We believe The Greenspan Co. / Adjusters International is fortunate to have Josh on their team. It is our hope that The Greenspan Co. / Adjusters International views Josh as a "key employee," and we encourage The Greenspan Co. / Adjusters International to invest in Josh by preparing him for growth into positions of greater responsibility and authority.

Should you have any questions or desire further clarification, please do not hesitate to call.

Sincerely,

Jon & Cheryl Slusser

JON AND CHERYL SLUSSER
12982 N. 116TH PLACE
SCOTTSDALE, AZ 85259

January 21, 2016

Mr. Gordon Scott
The Greenspan Co. / Adjusters International
14614 N. Kierland Blvd Suite N – 140
Scottsdale, AZ 85254

Dear Gordon,

We are sending you this letter to express our gratitude for the outstanding support and guidance that The Greenspan Co. / Adjusters International provided us with regard to reaching settlement with our insurance company for the loss, by fire, of our mountain home.

This month marks the two year anniversary of our loss. Little did we know that it would take so long to achieve closure; little did we appreciate the effort it would take to satisfy the demands of State Farm; little did we truly understand what our insurance policy actually entitled us to.

Looking back we are very thankful that we made the decision to enlist your company to represent us. Your team "took charge" and delivered.

Of particular merit is the financial recovery we realized. I had a settlement target ($$) in mind – we far exceeded it. In fact, I calculate that for every dollar in fees we paid to The Greenspan Co. / Adjusters International, we were returned approximately $4.50. Very impressive!

Even more importantly, your teams efforts allowed my wife, Cheryl, and I to "have a life" during this ordeal. We are extremely grateful to each and every person who contributed to our recovery effort. Specifically, we would like to thank the following individuals:

> ***Josh Scott*** (Lead Adjuster) who led the recovery effort with great initiative and outstanding client interface. He was very knowledgeable of the process and savvy with interpersonal dealings. He was a joy to work with.
>
> ***Dow Brooks*** (Vice President) who contacted me shortly after the fire and advised me of the services The Greenspan Co. / Adjusters International offered. At the time I truly was not interested, but Dow persisted and I soon came to realize that we really did need The Greenspan Co. / Adjusters International's help. Dow convinced me it was the right thing to do.
>
> ***Jenny Schultz*** (Inventory Specialist) who led the effort to pull together a comprehensive inventory for Coverage B. Literally, every household item needed to be individually cataloged. Thousands of items; volumes of collateral demanded by State Farm. An enormous task.
>
> ***Jim Warren*** (Head Building Consultant) who led the way on Coverage A. His knowledge, expertise and "toolbox" delivered a settlement ~20% greater than I anticipated.

Finally, after two years, we are closing the books on this tragedy. Looking back now, the only mistake we made was not having signed up with The Greenspan Co. / Adjusters International IMMEDIATELY after the fire.

Thanks again to The Greenspan Co. / Adjusters International. You are very much appreciated!

Sincerely,

Jon & Cheryl Slusser