

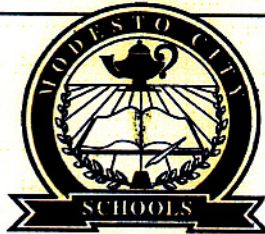
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Mr. Kenneth J. Crown, SPPA
Vice President and Regional Manager
The Greenspan Company/Adjusters International
60 South Market Street, Suite 760
San Jose, CA 95113-2362

RE: Downey High School Fire - July 13, 1999

Dear Ken:

With the end (at last!) of the Downey High School Fire claim, I wanted to thank you for your wise counsel and hard work on behalf of Modesto City Schools. Although you and The Greenspan Co./Adjusters International were employed several months after the fire, I have no doubt that your direct involvement alone was responsible in our achieving a fair settlement with our former insurance company.

Thank you again.

Sincerely,

George H. Linn
Risk Manager
GHL/gh

cc: Debbie Bailey, Assoc. Sup., Business Services

From: Linn, George

Sent: Thursday, April 6, 2017 2:48 PM

To: Another School District Affected By Fire

Subject: The Greenspan Co./Adjusters International Experience w Downey High School Fire, July 15, 1999

Gentlemen:

Modesto City Schools experienced a major fire on July 15, 1999, when an electrical fire caused the loss of eight classrooms in a wing of Thomas Downey High School. (The actual loss from this fire was almost \$2,000,000.00.) Downey was built more than 50 years ago with, as I recall, an old style construction of wood, plaster, and concrete.)

This school was on a District list to be modernized, subject to then expected state funding. Almost from the beginning, the adjusting company hired by our then insurance company took an adversarial position with the District. Over the next almost eight months, without any significant movement forward on the claim, I frequently communicated the adversarial nature of this adjusting company to our then insurance broker who minimized my concerns, saying that the District's timeline to reconstruct the wing of one year plus would be met. Fortunately, we were able to locate and install eight relocatable classrooms in an unused portion of the Downey campus to house students during this period. (I should also tell you that this was my first fire claim in more than 30 years in risk management.)

After nine months of this impasse, I chose to employ an outside adjuster despite the objections of the District's broker. The Associate Superintendent to whom I then reported concurred and moved forward with the agreement which resulted in The Greenspan Co./Adjusters International representing the District in this fire claim. The District's position – expressed to The Greenspan Co./Adjusters International – was that it wished to be paid only for its actual loss--not one cent more nor one cent less.

The adjusting company representing our then carrier challenged The Greenspan Co./Adjusters International on its loss valuation calculations showing the nature and extent of the District's claims; argued about the amount of money spent by the District on asphaltting the area in front of the eight relocatable classrooms; said that the power line feeding the eight relocatable classrooms should have been sent overhead as this was the shortest route (above the school's swimming pool!) and not underground as was done according to District standards; and conducted two Examinations under Oath of two key District business personnel of approximately three hours each.

The Greenspan Co./Adjusters International's efforts resulted in the District having its wing rebuilt and occupied within one year after Greenspan's retention.

In the analysis I did at the close of this claim, I concluded the following:

1) As a fiduciary of the District, I should have ignored the District's long-time insurance broker and brought in an outside expert earlier to better represent the District. This is my present

position even with our current property carrier who has been very responsive to date on our open fire claim, which I discuss below.

2) The fire claim used an unnecessary amount of staff time before The Greenspan Co./Adjusters International's involvement. After, staff time was significantly reduced.

3) The District achieved its stated goal: It was paid its "actual" loss--not one cent more nor one cent less.

Based on the excellent work that The Greenspan Co./Adjusters International performed on our earlier loss, it was a "no-brainer" for the District to retain them almost immediately (five days) after we suffered a fire and smoke loss in the "B" Building of Johansen High School on June 18, 2015. Immediately after the fire, the Fire Department estimated the District's loss to be \$500,000. To date, we have received checks in excess of \$13,000,000.00. Of particular note, I believe the way this large loss has been handled is the direct result of the District retaining The Greenspan Co./Adjusters International early. The Greenspan Co./Adjusters International has worked very effectively with our present carrier to properly identify the scope of needed repairs and in securing our carrier's agreement for same. The Greenspan Co./Adjusters International has more than earned its contracted fee and allowed me and at least five other senior level District staff to concentrate on (and perform) their day-to-day responsibilities while the fire claim was being handled by The Greenspan Co./Adjusters International.

I hope your fire claim is resolved quickly and fairly for the District.

George H. Linn
Director I, Risk Management
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