TYROLIAN PROPERTIES, LLC
Mail: 2650 Pacific Heights Road; Honolulu, Hawaii 96813

2 October 2010

THE GREENSPAN COMPANY
ADJUSTORS INTERNATIONAL
455 University Avenue Suite 350
Sacramento, CA 95825

Attention: Messrs. Steve Solomon and Bruce Tibert
Ref: December 2009 Water damage to rental property in Incline Village, NV

This letter is to confirm that I have just received the last of the payments from Farmers Insurance Company related to the extensive water damage we experienced in our property on December 13, 2009. The total payment, less the fee Greenspan clearly earned, makes for a very satisfactory conclusion to this mess. Please do not hesitate to use my name as a reference.

My recommendation of Greenspan Adjustors is based on this conclusion: We would never have collected even half the amount finally paid without Greenspan keeping Farmers Insurance focused on the terms of the policy and reminding them that we were only asking them to do what the policy committed them to do. The final outcome is totally due to the two of you and your assistants who did what was needed by phone, mail, and coming to the property whenever Farmers or I wanted you there (including two times during hazardous snow falls when Donner Pass and highway 80 must have been a mess). Your team also worked well with my contractor who managed the clean up and the restoration.

Since our damage occurred during a period of 20 year low temperatures our property was one of over 80 in the area to suffer pipe freezing/breakage during the same week. Given that many of the 80+ properties were valued less than their outstanding mortgage; Farmers appeared to lump our property (which has never had a mortgage) into that group. After my first meeting with the Farmers adjustor (Dec. 23) I was happy and comfortable and Farmers could have written a check for $100,000 and I would have settled then and there. Nevertheless, everything changed on Christmas Eve when Farmers switched adjustors and I learned that we would not get any guidance on the "clean up and dry out" until the new adjustor had a chance to see the property (Dec. 27 or so). We could not leave water soaking into furniture and creating a mold hazard so on Christmas Day I called Steve Solomon who took the call and helped me think through the issue. Greenspan had my signed contract the next day and I enjoyed Christmas dinner with the knowledge that I had an independent and professional adjustor on my side.

1323 Zurich Lane, Incline Village, Nevada – 775.833.2509
Mail: 930 Tahoe Blvd. #802-117, Incline Village, NV. 89451
Contact: Paul E. Smith p. 808.524.2436 or c. 808.220.0992

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I have had homeowners, rental, auto, and business (manufacturer) insurance for over 40 years but never had any claim this difficult. Farmers denied coverage for months, gave no backup or reason, and the local agent was useless. Greenspan, on the other hand, was consistent is holding Farmers to the policy coverage. I often doubted that Greenspan was correct but in the end it was the skill of Greenspan, plus the help of the Nevada Insurance Commissioner, that finally prevailed. Once claim coverage was accepted; the payment was made in a timely manner.

Thanks for all your assistance in settling this claim and for holding Farmers to the letter of their policy. Without firms like Greenspan to help there would be many more insured who would simply be short-changed. Fortunately, after locating Greenspan with a web search and getting through on Christmas Day; I am not one of the short-changed!

Sincerely yours,

Paul E. Smith
Managing Partner

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