



November 10, 2004

SHERWOOD RESORT

The Greenspan Company/Adjusters International  
400 Oyster Point Blvd., Ste.  
S. San Francisco, CA 94080

Re: Typhoon Pongsona

To Whom It May Concern:

In December 2002, a major typhoon extensively damaged the Sherwood Resort Guam. Human nature being what it is, we first thought that we would be able to handle the insurance claim on our own. Fortunately, this feeling lasted only a short period of time and we enlisted the services of the Greenspan/Adjusters International team.

Our loss was quite large and the claim quite complex. From the date of their retention, in early 2003, until our recent receipt of a substantial settlement, The Greenspan team-led by Gary Johnson and joined by Gordon Scott, Steve Severaid and Paul Migdal-treated the Sherwood Resort Guam as if it were their sole client. They invested an immeasurable amount of time and effort on site as well as in foreign lands. At all times, these professionals conducted themselves with extreme diligence and absolute integrity and professionalism.

The Sherwood Resort Guam's insurance company, for months, remained intransigent in its position on the extent and amount of the loss. The Greenspan team never wavered in its conviction that our loss was well in excess of that being postulated by the insurance carrier. With extreme determination, The Greenspan team acted as our advocate and was able to secure the settlement that the Sherwood Resort Guam was entitled to.

Without the assistance and guidance of these professionals, I am sure that the Sherwood Resort Guam would have never received a fair settlement. We consider the fee paid to them to be a bargain in the true sense of the word. If their fee was many times the amount paid, we would still consider them to be one of the best investments the Sherwood Resort Guam has made.

Having gone through this experience, I am confident that no person or company should ever attempt to handle their own claim. I would recommend The Greenspan Company/Adjusters International, without hesitation or equivocation, to anyone faced with the task of filing and attempting to collect on an insurance claim.

Sincerely,

Sherwood Resort Guam  
Peter Lin   
General Manager