

February 22, 2023

44 Hawthorne Place
Coldstream, B.C.
V1B 2Y1

Steve Severaid, President
Greenspan Adjusters International
1021 W Hastings Street, 9th Floor
Vancouver, B.C.
V6E 03C

Re: Letter of Recommendation

I, Roger Mason, was contacted by Greenspan, Ken Crown, with regard to our house fire on January 14, 2022 which their Greenspan office staff saw on social media. At first when I was contacted by Greenspan, my insurance broker, Johnson Meier Insurance in Vernon, B.C. had not heard of public adjusters who provide Greenspan's insurance services, especially since they were based out of the United States. Johnson Meier did not encourage us to use their services and in fact thought it could be a scam.

I, then, contacted the adjuster at Intact Prestige, Mike Sabourin, who was in charge of our loss to ask some questions about Greenspan. Mike indicated that they were a legitimate company and that he had been in contact with them on other large home and insurance losses. I then chose to use Greenspan and it has turned out to be a stress-free experience. The total loss of more than 50 years of personal property and a home that I built myself would have been just too much to get through on our own. When you have lost everything in one night it is beyond stressful and upsetting. It is very hard to concentrate and make good decisions. It is so important to have someone to talk a person through the process and help get through the decision making.

All of our dealings with Ken Crown, Jessica Bivens & Lisa throughout this process have been very professional. They met with us multiple times here in Vernon and throughout our entire loss have been more than helpful, courteous and were always totally in our corner. This has been a huge loss for us and many times during the process has been very, very emotional. All of our phone calls, emails and meetings were dealt with quickly and kindly. Through a process like this there are so many questions that need to be asked and answered because you feel like you're in a muddle of fog, every day.

We feel that all of our dealings have been more than fair and we are sure without Greenspan looking after us, we never would have gotten through the process. Greenspan are solely responsible for getting us all that we were entitled to and more. We could never have achieved the results that we got without Greenspan's continued efforts, support and help.

We would never hesitate to give a reference for Greenspan to further potential clients that could and would benefit from their expertise in these matters.

Yours truly,



Wendy & Roger Mason
(250)308-9181 Roger's Cell