

## QUOTES FROM HOTEL, MOTEL & RESORT REFERENCES

"...your lead adjuster took command of our claim and negotiations with our insurance carrier and has returned more than three times what the initial claim value appeared to be. As a result of all your fine efforts, we have been able to rebuild a new facility, larger than the one we lost; installed a state of the art packing line; and have improved our site facility all for the amount of the settlement. We initially looked at your fee as a cost of doing business. It turns out that the fee we paid of \$218,858.00 was a true value compared to the additional reimbursements Greenspan Adjusters International was able to negotiate on the claim."

Mike Casey, VP Risk Management & Human Resources  
Harris Farms, Inc.

2008: "The only thing we regret about using your company to settle our fire loss was that we did not hire you from the very beginning. We thought if we conducted ourselves with honesty and integrity our insurance company would also. How wrong could we possibly have been? For nine months, we did everything we could to save our insurance company money in the hope of getting a fair settlement. Thankfully, we found your expertise. Your team knew exactly what to do. I feel that if we had hired you from the very beginning we would have recovered all the money necessary to rebuild my mother life and been able to house her in a home comparable to the one she lost while she was displaced and shorten the time she was displaced by 6 months or more. Your negotiations skills and dedication to a fair and complete settlement were first-rate."

2014: "As we expected, the insurance adjuster tried to low-ball the amount it would cost to rebuild our building. He hired numerous consultants and tried to convince us we could take a number of shortcuts. Thankfully, your team knew that this was not the proper way to reconstruct this damage and pointed out the deficiencies in the insurance company's proposal. You and your team were able to negotiate a settlement that was, again, almost triple the amount of the initial offer from the insurance company. I can't even imagine fighting this battle on my own. Actually I can, because the first time around I spent countless hours trying to negotiate a fair settlement with the insurance company and was flabbergasted by their tactics and deception and, in my opinion, outright dishonesty. "

Jim Smith, President  
Wine Country Inn, LLC

"You leveled the playing field and made sure that we were represented professionally in every aspect of our losses. Your thorough cataloging and evaluation of our damaged personal property and your precise review of our building damage was instrumental in reaching a fair settlement. I spent numerous hours with your in-house forensic accountants who allowed us to recover in a fashion that never would have been achieved had we not retained your firm."

Ian Gaum, Asset Manager  
La Salle Hotel Properties



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"The best thing that happened was when they hired Adjusters International! Don't know what would have happened if we didn't have your company's help in dealing with the insurance adjusters and consultants."

"...Based upon the recommendation by the hotel's legal counsel, Adjusters International was retained as "insurance adjusters" representing the hotel's interest. Adjusters International immediately took control of the situation...Adjusters International performed their duties in a highly professional manner exhibiting extraordinary knowledge in insurance claims processing, representing and fighting for the best interests of the policy holder, Mauna Kea Resort. This was further evidenced during the earthquake damage repairs at the Hapuna Beach Prince Hotel."

Clyde Takaama, Director of Engineering  
Mauna Kea Resort

Lanson Kapau, Esq.

" What was more disheartening was the fact that my insurance company offered me around \$100,000 to settle a loss of about \$250,000. My insurance company told me the reason for the low figure was due to a "co-insurance" penalty. To say I was upset was an understatement. I didn't know what to do... Shortly after I hired Greenspan Adjusters International, I met you. I was not sure at first that you could get me a better settlement... I just wanted to let you know how grateful I am, and to thank you again for getting me a terrific settlement that was more than double what the insurance company had originally offered."

Ann Meyers, Owner  
Queen of Hearts Hotel & Casino

"In your role as consultant to the National Park Service, your expertise was invaluable in allowing us to work through each step of the long and detailed process and to feel confident that we have protected the public interest as we arrived at a final insurance settlement of \$7.5 million which we feel is fair and just. I was very impressed by the expertise you brought to bear on the claim and soon came to realize that we, with your help, would be actively involved in the adjustment process. You provided information and perspective that allowed us to review case law, weigh options, and shift approaches to aspects of the claim in order to reach a more beneficial yet fair settlement. I have also come to respect your ability to participate and communicate fully on a technical and professional level and yet be able to translate, in clear and concise yet understandable terms, the technicalities of the profession to those of us not immersed in the intricacies. The summaries and explanations of all aspects of the loss adjustment you prepared were well done and served as the basis for National Park Service approval of the insurance settlement."

Martin L. Nielson  
Chief, Business & Revenue Management  
United States Department Of The Interior  
National Park Service

"You and your firm were professional and competent in preparing the packages of information needed to resolve the claims. You were also very responsive to the many meetings required to help conclude this in a timely manner."

Albert Sandy Gallin



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"Our hotel in Seaside, Oregon, suffered a severe windstorm loss in December 2005. We were overwhelmed by the extent of damage and the lack of any help from our insurance company. At the onset the insurer's adjuster stated that the damage was less than \$10,000, which was below our policy deductible, and simply closed their file. We were unsure of hiring a public adjuster at first. We were very fortunate to have found your firm to help us. Your team did a wonderful job of properly investigating, measuring, and negotiating the loss...With your hard work we were able to settle the building claim for several million dollars, which was the right amount that we were owed to restore the hotel back to its pre-loss condition...The fee we paid of almost \$250,000 was well earned and more than likely much less than legal representation would have cost on our own."

Terrance J. Bichsel, President  
Best Western Oceanview Resort

"We were out of our league without sufficient knowledge to make these important decisions until you and your staff arrived on the scene. Your knowledge of the claims process and ability to focus the necessary expertise on our claim was invaluable."

Harvey Gates, President  
Peter Rice, Executive Vice President  
Classic Resorts

"We retained your company and from the day you got involved you worked tirelessly on our behalf. As a result, you were able to settle all portions of our claim and have it paid to us in full in less than ninety days from the date of the fire. You kept us in the loop, you explained everything about the process and what you recommended we do. We never felt that we were not part of the process and as a result, we were comfortable with you and your team from the start."

Fabio Reginato  
Mizpah Hotel

"We were quite confident after the fire, after speaking to our insurance agent, that there would be no problem in receiving rapid payment and making repairs quickly. As construction of the manor was just completing and the original contractor was on premises with all of his invoices available, what could be the problem? We soon found out. Although our insurance company had assured us that our recovery would be rapid, their response was anything but. We soon found ourselves besieged by problems and our insurance company and agent were of little or no help in resolving these problems. Although they promised us that help would be on the way, it never arrived...Although we were skeptical about you at first, once we met with you, we were convinced that you could help us immeasurably. You justified our faith in you at every turn. From the first day of your involvement, you 'took over the situation' and allowed us to get on with our efforts to restore the Reed Manor promptly. You worked with our insurance company to establish liability, garner advance payments, and secure agreements concerning the adjustment in writing very quickly. You were tireless in your investigation of our loss and whenever we had any questions whatsoever, you were available either at your office or at your home to go over any issue no matter how small...There is no question in our minds that retaining Greenspan Adjusters International was essential in allowing us to recover from our fire loss. The cost of your services were more than justified by the results of your actions and the subsequent dollar recoveries."

Barbara Reed  
Monte Reed  
Reed Manor



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"Greenspan Adjusters International saved Sundance many hours by doing the necessary research and calculations. Your follow up and negotiation adeptness proved to be invaluable for settling our claims with the insurance company. It was through your abilities and aggressive approach to the Insurer that we recovered the maximum amount due us under our policies. Greenspan Adjusters International is amongst the best in ability, professionalism and reasonable approach in resolving difficult matters."

Mike L. Washburn, Chief Financial Officer  
The Sundance Group

"The insurance company tried to penalize us for doing everything in our power to mitigate our damages. The Vericclaim Adjuster was pleasant at first, but was very schooled and experienced in doing his job as he is tasked to do: to minimize the claim throughout the process...Fortunately, your firm succeeded on negotiating a fair and reasonable settlement with experience and tools that we do not have at our disposal...We appreciate the policy knowledge, detailed analysis and information that you provided us with which allowed us to make important business decisions relating to which path we wanted to take with our claim. We certainly did not realize the finesse, skill, and strategy necessary in the claims process to lead to such a successful resolution...Most importantly, it does come down to dollars in the end...You were able to successfully negotiate a settlement that was hundreds of thousands of dollars more than the insurance company initially offered."

Greg Hooper  
Pala Mesa Resort

As you know, almost 90% of my investment motel burned to the ground. I was faced with an insurance policy I acquired when I purchased the property that appeared to be deficient and I was looking at a major co-insurance penalty based on the amount of coverage I had enforce verses the values that were existing...I would also like to point out the Bruce was able to get almost my entire policy limits even though I was faced with over a 50% co-insurance penalty based on my replacement values. Again, the assistance your company allowed me to pay off my existing loan, enter the property into an escrow and maximum my recovery in these difficult economic times. Thank you and your team of experts on your staff for the incredible recovery."

Raymond Huang  
Chateau Inn, South Lake Tahoe, CA

"After the carrier assigned their second independent adjuster to our claim we were facing the challenges of a co-insurance clause in our policy, we made the decision to retain Adjusters International. Your professionalism, knowledge, and tireless efforts led us to recover policy limits. To put it simply, your team did exactly what they said they would do and remain very thankful."

Bill Douglas  
El Portal Hotel

"In particular, we would like to thank both Paul Migdal and Jim Warren for the tenacity and perseverance that they demonstrated while helping us settle our large and cumbersome fire insurance claim. Our claim included both the structure and restaurant equipment resulting in prolonged negotiations with our insurer regarding replacement cost vs. market value, loss of non-conforming zoning use and relentless, non-productive investigations into the cause of the fire. Negotiations that we, the owners, were not prepared to tackle ourselves, either knowledgeably or emotionally. Paul and Jim were able to keep our spirits up while we dealt with the excruciating process of proving our claim, all without the necessity of legal intervention and the added expense of full legal representation."

Jon Early, Managing Member  
The Golden Bear Lodge



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"We wish we had met you at the inception of the loss. We face numerous challenges from the insurance company, its adjusters and consultants, as well as the lenders and various other entities involved. It was several months after the loss that we retained your services. We are very grateful for the team effort and ultimate recovery. Your team did a great job of negotiating the various components of the claim. Your fees were a percentage of the insurance recovery and were very reasonable for the services performed."

Raymond Bashkingy  
Hotel Mt. Lassen

"We are in the Hotel business, not the fire loss business. Greenspan Adjusters International is. What they do all day everyday is work with insurance companies and due to their fee structure, it is their best interest to make the settlement offer as large a number as possible. Once the process began, Greenspan Adjusters International kept us informed as to progress, had lengthy conversations with the insurance company, produced a steady flow of documents for payment, and ended up in the final negotiation with the insurance company for a win-win for our company and Greenspan Adjusters International...It's no fun hassling directly with an insurance company, you've had enough troubles, you don't need more."

Herbert F.R. Meyer Jr., President  
Meyer Crest, Ltd.

"Although we were hesitant to hire you at first, we were continually impressed by the value your team provided throughout the process, and by your proactive approach to reaching such a successful final settlement...Your communication and response to our needs were consistent throughout the entire process. Most importantly, you were successful in overcoming all resistance with the insurance carrier and their representatives to bring us to a reasonable final settlement on a major claim."

Dan Priano  
Post Ranch Inn

"Your assistance and the competence of your Company relieved us of a tremendous amount of heartache at a time when our lives were in a state of chaos."

Vincent P. Walsh  
Walsh Construction Co., Inc.

"The effort to achieve resolution to this claim was most appreciated, as I never realized how difficult it would be. I doubt I would even have gotten a settlement by now or even been fully compensated for my loss had I not retained your services...Greenspan Adjusters International definitely delivered their promise to obtain the best settlement for me, even when my own insurance company did not want to compensate me fairly or wholly for my loss."

Paul Keshav  
Days Inn

"...thank you for the wonderful job you performed in the adjustment of our property loss on Judah Street."

"We are now in a position to have available funds to redevelop the adjoining properties we own at the site. None of this would have resulted without your and The Greenspan Co. / Adjusters International's expertise."

Frank Lembi  
Skyline Realty Incorporated



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"I really appreciate your work in helping us settle the fire loss at the Valencia Hilton. As you are aware, the business interruption recalculation portion of this loss was extremely intricate and your work saved us a great deal of time and eventually money."

W. David Little, Director Risk Management  
Hilton Hotels Corporation

"Having never had a major claim, I have no doubt that you probably increased our settlement by at least 5 times, from what I could have done alone. Their little dance of denial at the negotiations yesterday was downright comical, and I would have laughed, had the numbers not been relatively large for us. It just goes to show, when you want it done right, call in the experts."

Robert L. Yoder, AIA  
Schooner Inn

"On behalf of everyone here at Bob Stupak's Vegas World Hotel & Casino, I would like to personally thank you for the support and effort that your company, and especially you, have given to Vegas World. Your courtesy and professionalism in dealing with our company have not gone unnoticed."

Andrew S. Blumen, Director of Operations - General Counsel  
Vegas World Hotel-Casino

"Please extend my gratitude to Shellie Landa and Chris Glennister for all of the work they put in on this project. Without their number-crunching and understanding of the details, this settlement would still be stalled...Obviously, your negotiating skills and advice to me along the way were key to the ultimate resolution of this claim. It was your advice that helped me finally accept Royal's latest offer."

Robert T. Coffin, Sr. Vice President Administration  
Village Resorts

"I did not know what to do, so I hired you and Greenspan Adjusters International to take care of my claim. I greatly appreciate how you handled the case; you did an excellent job using a very methodical approach. Whenever I had any questions, you had a very clear and understandable response. You exactly knew how to make things run smoothly and efficiently."

Jay & Sharda Bhakta  
Best Western Crossroads Inn

"There were two principal areas in which you excelled, they were - 'Communications' and 'Results.' I was informed timely by you or your associates during every step of the adjustment process. You always returned my calls within a reasonable period. The results were the checks received - an amount which without your assistance would probably have been significantly less."

Joseph S. Brown, Jr., Senior Vice President  
Dupont Plaza Hotel, Inc.

"We consider our settlement to be very good and appreciate the efforts of yourself and other adjusters and estimators who assisted you in the preparation and support of our claim. Your assistance enabled us to settle our claims promptly and in a fair amount."

H. Esposito (Cuqui), General Manager  
Dutch Inn Hotel & Casino





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"Your diligence, attention to detail, knowledge of our policy and expansive experience in this complex business was directly responsible for receipt of proceeds exceeding our expectations. Thanks to your expert advice and assistance, we were able to cover our extra expenses, fund the re-opening of operations and maintain our budgeted level of revenues."

William T. Tanaka, Jr., Vice President  
Pauling Pacific Group, LTD

"Most importantly, first the National Hotel recovered more insurance monies with your guidance and support than had we decided to resolve the claim ourselves."

James P. Varela, General Manger & Secretary  
National Hotel

"We have used Adjusters International on four separate occasions and have been impressed with their timeliness, professionalism, technical expertise and follow through."

Lawrence P. Horwitz, CHA, President & Chief Executive Officer  
Northwest Lodging, Inc.

"Your wealth of knowledge of our insurance policy was crucial in developing a successful strategy to deal with the many phases of our claim. There is no doubt in my mind that your extensive reconstruction experience added a great deal of additional value to the final scope of repairs that you were able to negotiate on our behalf. Your knowledge of the proper methods used to completely replace fire damaged materials, and removal of smoke residue as well as addressing water related mildew problems allowed us to fully restore the Hotel and Restaurant. When our insurance company adjuster attempted to penalize our recovery on the Business Personal Property Claim, and Building Claim, your ability to completely eliminate our (90%) ninety percent Co-insurance penalty was truly remarkable. You were instrumental in helping us through a very complex and time consuming task that absent your involvement would have undoubtedly resulted in a substantial financial loss."

Barry Bhakta, President  
S. G. Bhakta & Sons, Inc.

"Thanks to your skills, the State of Oklahoma was able to receive a much more favorable settlement than would have otherwise been provided in rebuilding our facility. As you know, the complexities of the issues because of change in political leadership, administrative leadership, and state agencies gave us all quite a challenge. I appreciate your unparalleled patience in dealing with me and with the 'system' throughout the process. On a more personal note, I really am grateful for the time and effort that each of you spent in educating me in this area of business and your willingness to keep me involved in the process so that I could broaden my perspective of this field."

Sammye Norvell Cravens, Director/Chief Financial Officer  
State of Oklahoma



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"Although our insurance adjuster told us we would have no problem with our recovery, it soon became apparent that the logistics to prove the claim would be overwhelming. It was through your abilities and aggressive and tenacious approach to the Insurer that we recovered the maximum amount due us under our policies of insurance. We have no doubt that it was due to your careful and detailed computation of our claims as well as sophisticated follow-through and negotiation which yielded a more than satisfactory recovery along with a minimum of hassle to our management. Your assistance allowed us to concentrate our energies in rebuilding our complex and providing our guests the same standard of care to which they expected and we prided ourselves."

Robert E. Bussinger, CHA, Vice President/General Manager  
Ventana Big Sur Country Inn Resort

"Mr. Migdal and Mr. Warren were extremely professional and they knew exactly what they were doing. We realize it was not easy. It took a lot of hard work, long hours, canceled meetings, frustrations, long distance calls, more canceled meetings, sleepless nights, constant pressure from us, not to mention the cultural differences, but we are more than satisfied with the results. It was definitely worth the wait. We received more money than expected. They handled all our requests in a timely fashion and represented us better than expected."

Sandra Y. Caro, CFO & Co-Owner  
Villa Cofresi Hotel and Restaurant

" We were always aware of the complex issues the claim generated and the difficulty that some of them posed. Your professionalism, knowledge and steadfastness were outstanding and the ultimate result certainly met out most optimistic expectations."

Thomas W. Aro, Executive Vice President  
Alpha Hospitality Corporation

"Due to the expertise of their adjustment of a fire which occurred in our hotel, we were able to collect an amount which we believe appropriate and eminent from our insurance carrier."

Chun-Sun Lai, President  
Civic Center TraveLodge

"I know without you, I could not have gotten a settlement with U.S.F.&G. to recover almost all the losses. I think also your cost were reasonable for the job you performed."

Pepi Gramshammer  
Rock Creek Mine Resort Beartooth Lodge

"Our loss was quite large and the claim quite complex. From the date of their retention...until our recent receipt of a substantial settlement, the Greenspan Adjusters International 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 Greenspan Adjusters International 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 Adjusters International team acted as our advocate and was able to secure the settlement that the Sherwood Resort Guam was entitled to...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."

Sherwood Resort Guam  
Peter Lin, General Manager





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"You have proven to us to be proficient, skilled, and knowledgeable in your field."

The Makai Club  
Michael J Hannon, Pres.

"The situation changed dramatically once we hired your firm. The team of experts employed by Adjusters International was quickly able to identify the problem areas, provide the necessary documentation, file the claim and negotiate a favorable settlement. All of this was accomplished in a timely and professional manner."

Thomas L. Lupina, President  
Oyster Bay Beach Resort

8/23/2018

