

PRESENTED TO:

# SANTA ROSA CITY SCHOOLS

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MAY 9TH, 2018

**The Greenspan Co./  
Adjusters International**

info@greenspan-ai.com  
www.greenspan-ai.com  
800.248.3888

## ABOUT

# THE GREENSPAN CO./ADJUSTERS INTERNATIONAL

The Greenspan Co./Adjusters International is a premier provider of public adjusting services. Our public adjusters have the resources and expertise to thoroughly investigate the district's losses, accurately prepare, document and submit its claims, and help obtain full, fair and expedited settlements. Since 1946, our public adjusters have been guiding clients through the unpredictable territory of preparing and settling insurance claims.

We specialize in handling claims for schools, non-profit and governmental entities as our long list of references attests to. We know from experience that it takes coordination of multiple disciplines to effectuate the best settlements. We are unique in the industry in that we have all necessary disciplines to handle the claim under one roof, making the process more efficient and one that yields better results.

- **Adjusting:** It is the adjuster's role to be the team leader, responsible for executing and developing specific strategies consistent with your needs. Our adjusters only advocate for policyholders, never insurers, and, as such, are familiar with the land mines that are typically encountered along the way. It is their role to see to it that you receive the best settlement in the shortest possible time frame.
- **Construction & Engineering:** In today's world, we frequently hear the terms "value engineering," equivalent construction," and "functional replacement cost." Our team has the expertise to separate the insurance world from the real world when negotiating building claims, in turn using the policy to provide you with maximum benefits.
- **Legal Expertise:** A number of our adjusters have law degrees. Although we do not practice law, we use that background to analyze policies and statutes and use that knowledge as leverage in negotiations in your behalf. This legal expertise serves to support our adjusting staff on a regular basis, thereby assuring you of the best settlement.
- **Forensic Accounting:** Every claim involves accounting. Whether it's stock calculations, business interruption, extra expense tracking, or the quantification of WIP, we are familiar with the methodologies needed to succeed. Because our in-house accounting team only represents insureds, we cannot be impeached in much the same way as most other accounting firms.

## OUR COMPANY IN NUMBERS

72



### YEARS IN BUSINESS

In business since 1946, we are the oldest and most respected company in the West.

5,200+



### CLIENT REFERENCES

Our unparalleled experience is evidenced by the 5,200+ clients who can attest to the caliber of our work.

1,570+



### LETTERS OF COMMENDATION

More than 1,570 of our clients have written us glowing letters of commendation following their claims.

## COMPANY VISION:

- 1: A future where every homeowner and business owner has knowledge of and access to advocacy provided by a qualified public adjuster after a devastating property loss.

## SELECTED EDUCATIONAL REFERENCES

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**GUNN HIGH SCHOOL  
PALO ALTO UNIFIED SCHOOL  
DISTRICT**  
(650) 329-3800  
Palo Alto, CA

**MODESTO CITY SCHOOLS  
DOWNEY HIGH SCHOOL**  
(209) 550-3300  
Mr. George Linn, Risk Manager  
Modesto, CA

**HOOVER MIDDLE SCHOOL  
SAN JOSE UNIFIED SCHOOL DIST.**  
Gerald Matranga, Assoc Sup't  
San Jose, CA

**PALO ALTO HIGH SCHOOL**  
(650) 329-3800  
Palo Alto, CA

**OAK GROVE SCHOOL DISTRICT  
SANTA TERESA ELEMENTARY**  
Hardy Childers, Deputy Sup't  
(408) 314-7886  
San Jose, CA

**DOS PALOS HIGH SCHOOL  
DOS PALOS/ORO LOMA JOINT  
UNIFIED SCHOOL DISTRICT**  
(209) 392-0200  
Dr. Brian Walker, Ed.D  
Dos Palos, CA

**THETA IOTA CHAPTER OF  
KAPPA SIGMA**  
David Hamilton, President  
(408) 242-8853 (Cell)  
San Jose, CA

**FRESNO UNIFIED  
SCHOOL DISTRICT**  
(559) 457-3000  
Andrew De La Torre  
Fresno, CA

**SYLVAN LEARNING SYSTEM**  
(510) 428-4125  
Oakland, CA

**PATTEN COLLEGE**  
Gary R. Moncher, President  
(510) 625-8900  
Oakland, CA

**HARBOR BRANCH OCEANO-  
GRAPHIC INSTITUTE**  
Shirley A. Pomponi, Ph. D.  
(772) 216-1631 (Cell)  
Fort Pierce, FL

\* A complete list of references is available upon request.

## SELECTED NORTHBAY REFERENCES

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**SIGNORELLO ESTATE**  
Ray Signorello  
(604) 418-9463 (Cell)  
Napa, CA

**WENDY WHITSON  
ANDERSON ZEIGLER  
LAW FIRM**  
(707) 545-4910  
Santa Rosa, CA

**MICHAEL MERRILL, ESQ.  
MERRILL, ARNONE & JONES, LLP**  
(707) 484-0310 (Cell)  
Windsor, CA

**MUCCA EATS/  
GLOBE RESTAURANT**  
(415) 391-4132  
Joseph Manzare  
Glen Ellen, CA

**K-MART BUILDING  
ED CONNER**  
(415) 392-1072  
Santa Rosa, CA

**SWANSON VINEYARDS**  
(707) 754-4000  
Bill Cole, CFO  
Napa, CA

**STANDARD STRUCTURES  
SHILO OAKS COMPANY**  
Richard Caletti, President  
(707) 486-2909 (Cell)  
Windsor, CA

**PRAETZEL'S FINE  
FURNITURE**  
(707) 762-6233  
Paul Praetzel  
Petaluma, CA

**WINE COUNTRY INN**  
(707) 963-7077  
Jim Smith, President  
St. Helena, CA

**ASHLEIGH REYNOLDS**  
(707) 494-8935  
Santa Rosa, CA

**THE BARLOW**  
Barney Aldridge, CEO  
(707) 484-8020 (Cell)  
Sebastopol, CA

**STANDARD STRUCTURES  
SHILO OAKS COMPANY**  
Richard Caletti, President  
(707) 837-1970 (Bus)  
Windsor, CA

- 2: An educated public that recognizes conflicts of interest and embraces informed and deliberate decisions in his/her best interest, unswayed by rhetoric. A corporate culture that embraces diversity, challenges, collaboration and ingenuity.
- 3: A company leadership that makes deliberate and realistic financial decisions in the interest of sustainable growth and in service to all employees.

# LETTER OF COMMENDATION FROM SCHOOL DISTRICT

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DOS PALOS - ORO LOMA JOINT UNIFIED SCHOOL DISTRICT

2041 Almond Street • Dos Palos • California 93620

May 24, 2012

The Greenspan Co./Adjusters International  
455 University Avenue, Suite 350  
Sacramento CA 95825

Dear Sirs,

As I write this letter of commendation, I think back to that day in December when an entire wing of our high school; the one that housed our agricultural, industrial arts and computer classrooms and labs; was totally consumed in a massive fire. How much we have learned since then!

When Steve Severaid and Gregg Clifford met with us, they painted a vivid picture of the insurance recovery process. They underscored that our insurance company, Travelers, would do everything that they could to minimize our claim. After all, until we had a big fire, we were an asset to them. We became a liability. Perhaps the facts illustrate the point best:

- Travelers initially estimated our building loss at 2.8 million dollars. You settled it for 6.4 million plus 770,000 for code upgrades
- Travelers initially evaluated our personal property at just over 750,000. You settled our personal property claim for 1.9 million
- You arranged for us to purchase six temporary laboratories for us to continue classes that in the end we were able to retain and convert to twelve new classrooms, effectively at little cost to us

It would take pages to describe the process and strategies that your firm employed in the advancement of our claim. I would be remiss if I did not acknowledge the patience and persistence of your lead adjuster, Bruce Tibert; the compassionate assistance to our teachers and the painstaking work on our inventory performed by Heather Connell and her staff; and the wisdom and strategy that Paul Migdal contributed. Your team was exceptional in every way.

It is clear to us that you and your firm serve the community well. Your interests are aligned with those of your clients. Yes, you get paid handsomely, but you earn it and deserve it when you attain results like you did for us. We hope we are never in need of your services again, but you can rest assured that if we ever have another claim, we will call you immediately. Please feel free to have anyone call me for a glowing recommendation.

Sincerely,

Brian Walker, Ed.D.  
Superintendent of Schools



# EMAIL FROM PREVIOUS CLIENT TO SCHOOL DISTRICT

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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 (Greenspan) representing the District in this fire claim. The District's position - expressed to Greenspan - 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 Greenspan 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.

Greenspan'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 Greenspan'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 Greenspan 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 Greenspan early. Greenspan 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. Greenspan 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 Greenspan.

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

George H. Linn  
Director I, Risk Management  
Modesto City Schools  
T: 209/492-4278  
F: 209/576-4098

## CONTACT US

Headquarters: 400 Oyster Point Blvd. #519  
So. San Francisco, CA 94080  
888.GREENSPAN  
www.greenspan-ai.com  
info@greenspan-ai.com

## SELECTED DIFFERENCES OUR CLIENTS SECURED THROUGH OUR INVOLVEMENT

CLIENT	LOCATION	INITIAL INS. CO. OFFER	OUR FINAL SETTLEMENT	% GREATER THAN INITIAL OFFER
Johansen High School	Modesto, CA	\$1,000,000	\$15,200,000	1420%
Dos Palos - Oro Loma Joint Unified School District	Dos Palos, CA	\$3,550,000	\$9,070,000	155%
Compass High School	Tucson, AZ	\$1,200,000	\$2,400,000	100%
Steve Herrin Plumbing, Heating & Cooling	Santa Rosa, CA	\$240,000	\$507,000	111%
Ashleigh Reynolds	Santa Rosa, CA	\$276,362	\$478,425	73%
The Barlow	Sebastopol, CA	\$750,000	\$2,900,000	287%
Noyo Harbor District	Fort Bragg, CA	\$700,000	\$2,000,000	186%
City of Orange Cove	Orange Cove, CA	\$500,000	\$10,000,000	1900%
Cole Hardware	San Francisco, CA	\$1,997,000	\$3,400,000	171%
Harris Farms / Harris Fresh	Coalinga, CA	\$500,000	\$2,250,000	350%
Stevinson Ranch Golf Club	Stevinson, CA	\$1,932,887	\$2,498,041	29%
Twin Gardens Management	Carmichael, CA	\$550,000	\$2,200,000	300%
Vallejo Housing Partners	Vallejo, CA	\$13,550,000	\$19,550,000	44%