



Pack Brothers Collision Center [REDACTED]

**Fw: Travelers Claim#:** [REDACTED]

1 message

[REDACTED] Thu, Jan 3, 2019 at 8:49 AM

Sent from Yahoo Mail for iPhone

Begin forwarded message:

On Thursday, December 13, 2018, 12:47 PM, Griffith, Hayley H [REDACTED] wrote:

Good Afternoon,

That is correct, I advised to send our estimate to the shop you are using for repairs.

However, I also advised that we had to change our inspection from an estimate review to a field review due to the shop that you had initially chose (Pack Brothers Collision) doesn't work with Travelers for insurance claims repairs.

Due to this, Pack Brothers won't accept our Travelers estimate nor will they work with us during repairs in the event that additional damages are found, labor rates, etc.

When you had asked if you just send our estimate to your body shop I had assumed you meant the new body shop you have chosen for repairs due to Pack Brothers not working with us.

Unfortunately, it would be best if you cancel your repairs with the Pack Brothers and pick a new shop, schedule a new repair date, and provide our Travelers estimate to that new shop.

You are more than welcome to continue to use Pack Brothers for the repairs you have scheduled on Jan 10, however, this will most likely cause you to incur out of pocket costs due to the shop not repairing your vehicle off of our estimate or willingness to work with us throughout any potential delays that could occur during repairs.

Again, I am very sorry about the inconvenience, I just don't want to see you have to pay anything out of pocket for an accident our insured caused. I generally only run into about 2 shops a year that don't work with us during repairs and I am so sorry that Pack Brothers falls into that category.

Please let me know your wishes if you wish to be subject to incurring out of pocket costs with Pack Brothers or if you will be scheduling new repairs elsewhere.

I do hope you have a wonderful holiday season,

**Hayley Griffith | Claim Professional | Auto**

**Travelers**

**Charlotte Claim Center**

[REDACTED]  
Mailing Address: Travelers – P.O. Box 430 | Buffalo, NY 14240-0430



If further assistance is required, please contact my manager, Michael Vento, at [REDACTED]

**From:** [REDACTED]  
**Sent:** Thursday, December 13, 2018 12:27 PM  
**To:** Griffith, Hayley H [REDACTED]  
**Subject:** Re: Travelers Claim#: [REDACTED]

Good afternoon,

Just wanted to make sure I'm understanding everything.

So I would send your estimate to my body shop? I was told you guys would send it to Pack brothers by the person who looked at my car. I already have a date for the repair which was stated in one of my previous emails saying it is January 10th. The address for my original body shop is:

6116 W Wilkinson blvd

Belmont, NC 28012

Thank you,

[REDACTED]

Sent from Yahoo Mail for iPhone

On Thursday, December 13, 2018, 10:37 AM, Griffith, Hayley H

[REDACTED] wrote:

Good Morning,

Just following up regarding the below instructions to obtain the new shops information (name, address, phone number) along with the new repair appointment date and where to send the check.

Let me know when you are able,

**Hayley Griffith | Claim Professional | Auto**

**Travelers**

**Charlotte Claim Center**

[REDACTED]

Mailing Address: Travelers – P.O. Box 430 | Buffalo, NY 14240-0430



If further assistance is required, please contact my manager, Michael Vento, at

[REDACTED]

**From:** Griffith, Hayley H

**Sent:** Monday, December 10, 2018 3:27 PM

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** Travelers Claim#: [REDACTED]

Good Afternoon,

Please see the attached approved Travelers estimate.

Please provide this estimate to the shop of your choice and request to set up a repair appointment date. There are a few very important things about the appointment date. 1) Please schedule your repair appointment date for a Monday. 2) Please make sure the shop has all the parts in before you drop your vehicle off for repairs. 3) Payment takes 3-5 business days to get to its destination. Please keep in mind when we discussed that the check will be sent out in regards to when you schedule your repair appointment. If we discuss sending payment out on a Friday, then that following Monday will not be a good idea for a repair appointment as the check will not be received yet.

We request the above because the attached estimate is technically an initial estimate. The estimate was written up based upon the damages found on the outside of the vehicle. We are aware that there is a chance that once parts are taken off of the vehicle that we will find additional damages. This is why we request your appointment date to be on a Monday. If the additional damage is found on the vehicle that causes the repair date to extend, by having a Monday repair date we can attempt to keep repairs within the same week. We also ask that all parts are in the shop for repairs before your drop your vehicle off. We owe a rental for the amount of time that your vehicle will be actively worked on. We do not owe for a rental vehicle while your vehicle is drivable but just sitting in the shop waiting for the parts to come in. If shops do not receive payment they will not release your vehicle to you even if it is repaired. This is why it is important to make sure the check has enough time to get to its destination before your vehicle is repaired.

Unfortunately, if you schedule your repairs for later in the week or drop your vehicle off for repairs before all the parts come in then you risk the chance of having to pay for some of the rental yourself.

If we have not yet discussed where you would like me to send the check for repairs please respond to this email or give me a call letting me know where you would like for me to send payment. I can send it to your home address or to the shop. Please make sure to also provide the address along with your destination choice.

Once you make the Monday repair appointment date please let me know which date and the shops information (name, address, phone number) for rental set up. Don't forget to let me know where to send the check as well.

Thanks,

Hayley Griffith

Travelers  
