

To: [REDACTED]  
Reply-To: scaworkemail@[REDACTED]

## SCA Diary Message

Use our websites **Live Chat** option for instant answers and status – visit [www.sca-appraisal.com](http://www.sca-appraisal.com)

Skip the phone call and simply chat in real-time with one of our Customer Service Representatives

---

Claim Number: [REDACTED]-0001  
Owner Name: Suzanne Corbett  
File Number: [REDACTED]

Dear Suzanne Corbett,

This email is in regards to your recent vehicle incident and the insurance claim filed with Liberty Mutual. My name is [REDACTED] and I inspected your vehicle on behalf of SCA Appraisal Company. While it is regrettable your vehicle was damaged, it is my goal to provide you with excellent customer service and answer any of your inspection related questions.

Attached to this message is my damage estimate which was written using the guidelines set forth by the insurance carrier. I have already sent a copy of this estimate along with photographs to the insurance adjuster for your claim. If your vehicle is at a shop then a copy should have been provided to them as well. If your vehicle is not at a shop yet, but you plan on taking it to one, I could end up writing a supplement based on additional damages found during the repair. This is a normal part of the process and your shop of choice will work directly with SCA Appraisal Company and the insurance carrier to handle any additional damage found.

If you have any claim or policy related questions like the topics below please contact the Liberty Mutual insurance adjuster MATTHEW STEIN at [REDACTED] and he or she will be able to assist you.

- rental costs
- coverage limits
- selection of shop
- approval of shop repairs
- collision deductible
- prior vehicle damage
- payment options

Again, it is my goal to provide you with excellent customer service and answer any of your inspection or estimate related questions. If after reviewing the attached damage appraisal you have questions relating to my estimate please call my cell phone at [REDACTED] or email me by replying to this message. Since my day consists of driving between appointments I try to be as safe as possible and not take calls while on the road (normally 8am to 5pm); so if you receive my voicemail I will do my best to return your call within the same day.

Customer Service Survey Start Survey

Sincerely, [REDACTED]  
scaworkemail@[REDACTED]

For any supplement related or other appraisal questions please call our office at [REDACTED] and follow the prompts for vehicle owners.

SCA Appraisal Company

Web: <http://www.sca-appraisal.com/>

"Since 1979...Excellence in everything we do"

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Begin forwarded message:

**From:** paperwork@sca-[REDACTED]  
**Subject: RE: Estimate Record is Attached. SCA File Number:** [REDACTED]  
**Date:** July 19, 2019 at 6:04:47 PM CDT  
**To:** [REDACTED]  
**Reply-To:** scaworkemail@[REDACTED]

## SCA Diary Message

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Skip the phone call and simply chat in real-time with one of our Customer Service Representatives

---

**Claim Number:** [REDACTED]-0001  
**Owner Name:** Suzanne Corbett  
**File Number:** [REDACTED]

Dear Suzanne Corbett,

This email is in regards to your recent vehicle incident and the insurance claim filed with Liberty Mutual. My name is [REDACTED] FE and I inspected your vehicle on behalf of SCA Appraisal Company. While it is regrettable your vehicle was damaged, it is my goal to provide you with excellent customer service and answer any of your inspection related questions.

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- selection of shop
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- payment options

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Customer Service Survey Start Survey

Sincerely, [REDACTED]

scaorkemail@[REDACTED]

For any supplement related or other appraisal questions please call our office at 800-572-8010 and follow the prompts for vehicle owners.

SCA Appraisal Company

Web: <http://www.sca-appraisal.com/>

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Lawrence Montnaez III [REDACTED]

To: Scaworkemail@[REDACTED]

Cc: Jack Hunter [REDACTED]

Tue, Jul 23, 2019 at 10:40

Hello [REDACTED]

My name is Larry Montanez P & L Consultants, and I represent Ms. Corbett. I never received a copy of your estimate from you nor have you contacted me. Ms. Corbett and Mr. Hunter sent me a copy of your estimate and your contact information. I have attached my Damage Report and the costs of repair to this email. Please review it, make the necessary adjustments to your estimate and call me at your earliest convenience to discuss any differences or anything you might not understand. We need to complete this as quickly as possible, as I have advised my client to allow the repair facility to continue the repairs and take photos of the progress. Additionally, I have sent copies of my damage report and your estimate to Warren Barbie at VWAG NA for notification on the repair of this VW.

Thanks,  
**Larry Montanez**  
Collision Damage Analyst  
CDR Certified Operators Technician/CDR Certified Data Analyst  
**P&L Consultants LLC**  
Estimating, Investigations & Consulting  
Cell [REDACTED]  
Email: [REDACTED]  
Website: [www.pnlestimology.com](http://www.pnlestimology.com)  
Email: [REDACTED]

Find us on:  
<http://www.linkedin.com/pub/larry-montanez/10/8ba/3a6>  
<http://twitter.com/#!/PnLEstimology>  
<http://www.facebook.com/pages/PL-Consultants-LLC/211606728867976?sk=friendactivity>

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 **P&L Corbett 2017 VW Jetta SE Damage Report.pdf**  
572 KB

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Lawrence Montnaez III [REDACTED]

To: Scaworkemail@[REDACTED]

Cc: Jack Hunter [REDACTED]

Lawrence Montnaez III [REDACTED]

Mon, Jul 29, 2019 at 10:51

Hello [REDACTED]

I sent you this email last week, Tuesday, July 23, 2019, I still have not received a response. You need to get in contact with me about my client Corbett.

[Quoted text hidden]

**From:** "Stein, Matthew" [REDACTED]  
**Date:** July 24, 2019 at 12:07:46 PM CDT  
**To:** Suzanne Corbett [REDACTED]  
**Subject:** RE: Follow up

Suzanne,

Just wanted to check in on this claim. Is there anything else I can do to assist? I believe the IA that we hired submitted their appraisal and it was about \$200 more than the original.

Matthew Stein  
Claims Resolution Representative  
Safeco Insurance of Illinois  
P.O. Box 515097  
Los Angeles, CA 90051  
Direct Phone [REDACTED]  
Fax [REDACTED]

—Original Message—

**From:** Stein, Matthew  
**Sent:** Monday, July 15, 2019 2:49 PM  
**To:** Suzanne Corbett [REDACTED]  
**Subject:** RE: {EXTERNAL} Follow up

Suzanne,

Did you get any follow up from Patrick? This portion of the claim process falls outside of my expertise / authority. If you have not heard anything let me know and I will reach out to my manager for guidance.

Matthew Stein  
Claims Resolution Representative  
Safeco Insurance of Illinois  
P.O. Box 515097  
Los Angeles, CA 90051  
Direct Phone [REDACTED]  
Fax [REDACTED]

If you're a Safeco policyholder, you can manage your claim online, 24/7. Track your claim status, upload photos, view claim payments and more at

safeco.com/claims

—Original Message—

From: Suzanne Corbett [REDACTED]

Sent: Monday, July 15, 2019 2:32 PM

To: Stein, Matthew [REDACTED]

Subject: {EXTERNAL} Follow up

Matthew,

Where do we stand with my claim process? We need to move forward with the independent appraisal to resolved these issues.

The ball is in your court. Please inform.

Suzanne Corbett

Lawrence Montnaez III [REDACTED]

Tue, Jul 30, 2019 at 11:49

To: jboschert@[REDACTED]

Scaworkemail@[REDACTED]

, Jack Hunter [REDACTED]

Lawrence

Montnaez III [REDACTED]

Hello Jason,

A few things we need to get out of the way.

1. Who are you and why are you contacting me? [REDACTED] was the selected independent adjuster who is supposed to be handling this Right To Appraisal (RTA).
2. You are interfering in this RTA and you need to stop.
3. [REDACTED] needs to discuss the costs of the claim with me.
4. I am not contacting Matthew Stein as his company selected [REDACTED] to represent the company, and as such [REDACTED] is the only person I will communicate with.

Now a few things you must provide to [REDACTED]



1. You mentioned the estimate was written within the industry-standard repair methods. Please provide me with a copy of this "standard", manual, rule, regulation and or document to support your claim. The only standard is that which is produced from the OEM, in this case, VWAG. I can support all lines of my damage report with VWAG procedures, additionally, I can send my damage report to VWAG collision repair training program director for their opinion.
2. You mentioned that the quarter panel is repairable and does not need to be replaced. Not sure where you are getting that opinion from, as I did not write my damage report for a replacement of the quarter panel.
3. You stated "therefore this file has been escalated to the insurance companies material damage dept." Sorry this is an RTA and the insurer accepted the RTA, and as such your adjuster Jesse must negotiate the claim with me.

Maybe you do not know what or how the Right To Appraisal works. Either the insurer or the insured can invoke the appraisal clause. The insurer and claimant will both choose an independent competent person to view the vehicle and discuss the costs of the repairs without any outside interference. If the two independents cannot agree on the cost of repairs, they will attempt to decide on an impartial third party umpire/referee to decide. If they cannot agree on an umpire, one of the two parties can petition the court to appoint an umpire. Once the umpire renders a decision it will be binding when one of the two parties agree with the umpire. The umpire fee is split equally between the insured and insurance company.

On Mon, Jul 29, 2019 at 7:40 PM <jboschert@[REDACTED]> wrote:

this estimate was written within the industry standard repair methods. if the adjuster call me and wants us to match the estimate the we will however that quarter panel is repairable and does not need replacement so therefore this file has been escalated to the insurance companies material damage dept. any questions or anything else you need to contact them as we are just the ia pany that handled the inspection

please call

**Matthew Stein**

Claims Resolution Representative

Safeco Insurance of Illinois

P.O. Box 515097

Los Angeles, CA 90051

Direct Phone [REDACTED]

Fax [REDACTED]

**Jason Boschert**

Franchise Owner

Missouri / Illinois

**SCA** APPRAISAL COMPANY

Direct: [REDACTED]

Fax: [REDACTED]

E mail: jboschert@[REDACTED]

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Thanks,

**Larry Montanez**

Collision Damage Analyst

CDR Certified Operators Technician/CDR Certified Data Analyst

**P&L Consultants LLC**

Estimating, Investigations & Consulting

Cell [REDACTED]

Email: [REDACTED]

Website: [www.pnlestimology.com](http://www.pnlestimology.com)

**From:** jboschert@[REDACTED]

**Date:** July 29, 2019 at 7:40:44 PM EDT

**To:** [REDACTED]

**Subject:** Corbett VW Right To Appraisal

this estimate was written within the industry standard repair methods. if the adjuster call me and wants us to match the estimate the we will however that quarter panel is repairable and does not need replacement so therefore this file has been escalated to the insurance companies material damage dept. any questions or anything else you need to contact them as we are just the ia pany that handled the inspection

please call

**Matthew Stein**

Claims Resolution Representative

Safeco Insurance of Illinois

P.O. Box 515097

Los Angeles, CA 90051

Direct Phone [REDACTED]

Fax [REDACTED]

**Jason Boschert**

Franchise Owner

Missouri / Illinois



**Direct:** [REDACTED]

**Fax:** [REDACTED]

**E mail:** [jboschert@\[REDACTED\]](mailto:jboschert@[REDACTED])

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----- Forwarded message -----

From: <jboschert@[REDACTED]>

Date: Tue, Jul 30, 2019 at 12:55 PM

Subject: Re: Corbett VW Right To Appraisal

To: Lawrence Montnaez III <[REDACTED]>

the material damage dept at the insurance company has taken over the handling of this claim myself and my team which [REDACTED] is a part of are no longer involved you need to talk to them as i cannot help you with this claim

## Jason Boschert

Franchise Owner

Missouri / Illinois



APPRAISAL COMPANY

**Direct:** [REDACTED]

**Fax:** [REDACTED]

**E mail:** jboschert@[REDACTED]

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

**From:** Suzanne Corbett  
**Subject:** RE Corbett VW Right To Appraisal  
**Date:** July 29, 2019 at 12:27:16 PM CDT  
**To:** "Stein, Matthew"

Matthew,

Could you please ask [redacted] to followup with Larry Montnaez. I would very much like to see this thing reach an agreement soon.

Suzanne

----- Forwarded message -----

**From:** Lawrence Montnaez III [redacted]  
**Date:** Mon, Jul 29, 2019, 10:51  
**Subject:** Re: Corbett VW Right To Appraisal  
**To:** <Scaworkemail@[redacted]>  
**Cc:** Jack Hunter [redacted]; Lawrence Montnaez III [redacted]

Hello [redacted]

I sent you this email last week, Tuesday, July 23, 2019, I still have not received a response. You need to get in contact with me about my client Corbett.

On Tue, Jul 23, 2019 at 11:40 AM Lawrence Montnaez III [redacted] wrote:  
Hello [redacted]

My name is Larry Montanez P & L Consultants, and I represent Ms. Corbett. I never received a copy of your estimate from you nor have you contacted me. Ms. Corbett and Mr. Hunter sent me a copy of your estimate and your contact information. I have attached my Damage Report and the costs of repair to this email. Please review it, make the necessary adjustments to your estimate and call me at your earliest convenience to discuss any differences or anything you might not understand. We need to complete this as quickly as possible, as I have advised my client to allow the repair facility to continue the repairs and take photos of the progress. Additionally, I have sent copies of my damage report and your estimate to Warren Barbie at VWAG NA for notification on the repair of this VW.

Thanks,  
**Larry Montanez**  
Collision Damage Analyst  
CDR Certified Operators Technician/CDR Certified Data Analyst  
**P&L Consultants LLC**  
Estimating, Investigations & Consulting  
Cell [redacted]  
Email: [redacted]  
Website: [www.pnlestimology.com](http://www.pnlestimology.com)  
Email: [redacted]

Find us on:  
<http://www.linkedin.com/pub/larry-montanez/10/8ba/3a6>  
<http://twitter.com/#!/PnLEstimology>

Larry Montanez [REDACTED]

To: jboschert@[REDACTED] Jack Hunter [REDACTED]

Hang on Jason, you guys need to make up your minds. Are you honoring the RTA or not? Additionally, we have not discussed anything and you are making assumptions.

Please refrain from making accusations about "fluff", all operations can be supported by the procedural pages and VWAG erWin documents.

Please give me a list of what operations are needed or warranted, and we can discuss any operations you need explained.

Thanks,  
Larry Montanez  
Collision Damage Analyst  
CDR Technician Trainer Mentor  
CDR Operators Technician  
CDR Data Analyst  
P & L Consultants LLC  
Estimating, Investigations & Consulting  
Cell [REDACTED]  
Email: [REDACTED]  
Website: www.pnlestimology.com

Find us on:

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<http://twitter.com/#!/PnLEstimology>

<http://www.facebook.com/pages/PL-Consultants-LLC/211606728867976?sk=friendactivity>

<http://www.facebook.com/pages/International-Association-of-Collision-Damage-Analysts/263223723713774>

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On Jul 31, 2019, at 1:52 PM, jboschert@[REDACTED] wrote:

I spoke with Paul at liberty mutual and he wants me to attempt to reach an agreed price with you. however we are very far apart I feel there are a lot of operations on your estimate that are not needed so my question is are you willing to negotiate on any of the fluff? or no

## Jason Boschert

Franchise Owner  
Missouri / Illinois

<image001.png>

Direct: [REDACTED]

Fax: [REDACTED]

E mail: jboschert@[REDACTED]

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<image001.png>

Lawrence Montnaez III

To: jboschert@

Jack Hunter

Lawrence Montnaez III

So you don't need them explained, and understand them, which is great, but you then say you don't feel an \$11k repair is necessary. I will need you to explain in detail which parts of the repair operations are not necessary. Let's avoid price for now, and let us concentrate on the labor operations.

Now as far as honoring the RTA, why is someone from Liberty Mutual (regardless Liberty owns SAFECO) is involved in a SAFECO claim? Liberty is interfering. And why am I conversing with you and not Jesse? You are technical, interfering in the RTA.

On Wed, Jul 31, 2019 at 2:16 PM <jboschert@> wrote:

I don't need them explained I understand them I just don't feel an 11 thousand dollar repair is necessary for such a small amount of damage and yes they are honoring the rta

**Jason Boschert**

Franchise Owner

Missouri / Illinois



APPRAISAL COMPANY

[Quoted text hidden]

[Quoted text hidden]

Thanks,  
**Larry Montanez**  
Collision Damage Analyst  
CDR Certified Operators Technician/CDR Certified Data Analyst  
**P&L Consultants LLC**

Estimating, Investigations & Consulting

Cell

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Find us on:

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Date: Wed, Jul 31, 2019 at 2:40 PM  
Subject: Re: corbett  
To: Lawrence Montnaez III [REDACTED]

liberty mutual owns Safeco that's why and ill get a list together and email it to you this evening  
[Quoted text hidden]  
[Quoted text hidden]  
[Quoted text hidden]

---

Lawrence Montnaez III [REDACTED]  
To: Jack Hunter [REDACTED]

Wed, Jul 31, 2019 at 13:42

—— Forwarded message ——

From: <jboschert@[REDACTED]>  
Date: Wed, Jul 31, 2019 at 2:41 PM  
Subject: Re: corbett  
To: Lawrence Montnaez III [REDACTED]

I am an sca franchise owner [REDACTED] is my appraiser I am his supervisor this is why I am now involved

**Jason Boschert**

Franchise Owner  
Missouri / Illinois



Direct: [REDACTED]

Fax: [REDACTED]

E mail: jboschert@[REDACTED]



Date: Wed, Jul 31, 2019 at 2:20 PM

Subject: Re: corbett

To: Larry Montanez [REDACTED]

markups on materials and towing we can start there and the labor rate is much higher than anyone else in the area

## Jason Boschert

Franchise Owner

Missouri / Illinois



Direct: [REDACTED]

Fax: [REDACTED]

E mail: jboschert@[REDACTED]

—Original Message—

From: "Larry Montanez" [REDACTED]

Sent: Wednesday, July 31, 2019 1:06pm

To: jboschert@[REDACTED]; "Jack Hunter" [REDACTED]

Subject: Re: corbett

[Quoted text hidden]

[Quoted text hidden]

—

Thanks,

**Larry Montanez**

Collision Damage Analyst

CDR Certified Operators Technician/CDR Certified Data Analyst

**P&L Consultants LLC**

Estimating, Investigations & Consulting

Cell [REDACTED]

Email: [REDACTED]

Website: [www.pnlestimology.com](http://www.pnlestimology.com)

Email: [REDACTED]

Find us on:

<http://www.linkedin.com/pub/larry-montanez/10/8ba/3a6>

<http://twitter.com/#!/PnLEstimology>

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**From:** Meyer, Matthew D [REDACTED]  
**Sent:** Wednesday, November 6, 2019 10:07 AM  
**To:** jboschert@[REDACTED]  
**Subject:** RE: RE: RE: FW: Fwd: Safeco claim [REDACTED]

Perfect! Much appreciated, sir.

**Matthew D. Meyer**  
Senior Claims Specialist  
Auto Property Damage  
Safeco Insurance & Liberty Mutual Insurance  
P.O. Box 515097  
Los Angeles, CA 90051-5097  
Direct Line: [REDACTED]  
Fax: [REDACTED]

Policyholders can manage their claims online, 24/7. Track your claim status, upload photos, view claim payments and more at:  
[libertymutual.com/claims](http://libertymutual.com/claims)  
[safeco.com/claims](http://safeco.com/claims)



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**From:** jboschert@[REDACTED] <jboschert@[REDACTED]>  
**Sent:** Wednesday, November 06, 2019 10:05  
**To:** Meyer, Matthew D [REDACTED]  
**Subject:** {EXTERNAL} RE: RE: FW: Fwd: Safeco claim [REDACTED]

I reached the agreed price with Larry monatez the appraiser that the insured hired to handle the rta

**Jason Boschert**

Franchise Owner  
Missouri / Illinois



**Direct:** [REDACTED]  
**Fax:** [REDACTED]  
**E mail:** [jboschert@\[REDACTED\]](mailto:jboschert@[REDACTED])

-----Original Message-----  
**From:** "Meyer, Matthew D [REDACTED]"  
**Sent:** Wednesday, November 6, 2019 10:00am  
**To:** "jboschert@[REDACTED]" <jboschert@[REDACTED]>  
**Subject:** RE: RE: RE: FW: Fwd: Safeco claim [REDACTED]

Was this price agreed with you and the shop, or you and the other appraiser (the one from New York)?

Thank you.

**Matthew D. Meyer**  
Senior Claims Specialist  
Auto Property Damage  
Safeco Insurance & Liberty Mutual Insurance  
P.O. Box 515097  
Los Angeles, CA 90051-5097  
Direct Line: [REDACTED]  
Fax: [REDACTED]

Policyholders can manage their claims online, 24/7. Track your claim status, upload photos, view claim payments and more at:  
[libertymutual.com/claims](http://libertymutual.com/claims)  
[safeco.com/claims](http://safeco.com/claims)



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**From:** jboschert@[REDACTED] <jboschert@[REDACTED]>  
**Sent:** Wednesday, November 06, 2019 09:49  
**To:** Meyer, Matthew D [REDACTED]  
**Subject:** {EXTERNAL} RE: FW: Fwd: Safeco claim [REDACTED]

i have it under claim # [REDACTED]-0001 a new assignment was created a while back when we were told this was an rta assignment

**Jason Boschert**

Franchise Owner  
Missouri / Illinois



**Direct:** [REDACTED]  
**Fax:** [REDACTED]  
**E mail:** [jboschert@\[REDACTED\]](mailto:jboschert@[REDACTED])

-----Original Message-----  
**From:** "Meyer, Matthew D" [REDACTED]  
**Sent:** Wednesday, November 6, 2019 9:16am  
**To:** "jboschert@[REDACTED]" <jboschert@[REDACTED]>  
**Subject:** FW: Fwd: Safeco claim [REDACTED]

I have nothing in my claim system nor CCC. Please send me a copy of said estimate.

Thank you.

**Matthew D. Meyer**  
Senior Claims Specialist  
Auto Property Damage  
Safeco Insurance & Liberty Mutual Insurance  
P.O. Box 515097  
Los Angeles, CA 90051-5097  
Direct Line: [REDACTED]  
Fax: [REDACTED]

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**From:** Suzanne Corbett [REDACTED]  
**Sent:** Wednesday, November 06, 2019 07:27  
**To:** Meyer, Matthew D [REDACTED]  
**Subject:** {EXTERNAL} Fwd: Safeco claim [REDACTED]

Matthew,  
 I was able to follow up on the information you needed. Please let me know if this thing can finally be finished. Thank you so much for your help.  
 Suzanne

Begin forwarded message:

**From:** jboschert@[REDACTED]  
**Subject:** RE: Safeco claim [REDACTED]  
**Date:** November 6, 2019 at 6:58:08 AM CST  
**To:** Suzanne Corbett [REDACTED]

I reached the agreed price on the 24th of October and then uploaded the file with an updated estimate. Safeco has a copy of the revised estimate. I dont handle payment however I can send you a revised copy if you like? Safeco has all the info im not sure why they are telling you different

**Jason Boschert**

Franchise Owner  
 Missouri / Illinois



**Direct:** [REDACTED]  
**Fax:** [REDACTED]  
**E mail:** jboschert@[REDACTED]

-----Original Message-----  
**From:** "Suzanne Corbett" [REDACTED]  
**Sent:** Wednesday, November 6, 2019 6:48am  
**To:** jboschert@[REDACTED]  
**Cc:** "jack hunter" [REDACTED]  
**Subject:** Safeco claim [REDACTED]

I am checking on the the status of my claim. I was informed over a week ago from my shop, Hunter Auto Body, the claim amount has been agreed upon Oct 24 by the appraisers and a check would be issued. I have yet to see any information on this or received a check.

This has been dragging on since June. As of yesterday, my Safeco claim rep, the second rep on this claim, as of yesterday was unaware of any resolution. I did forward your contact information to him, as requested. All parties involved need to have this moved forward and finished.

Please let me know we we stand on this. I can be reached at [REDACTED]  
 Suzanne Corbett

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**From:** jboschert@[REDACTED]  
**Sent:** Wednesday, November 6, 2019 7:32 AM  
**To:** Suzanne Corbett  
**Cc:** Hunter Autobody  
**Subject:** RE: Safeco claim [REDACTED]  
**Attachments:** estcorbett.pdf

here is the estimate that we reached the agreed price on. this is what I uploaded to safeco

## Jason Boschert

Franchise Owner  
Missouri / Illinois



**Direct:** [REDACTED]

**Fax:** [REDACTED]

**E mail:** [jboschert@\[REDACTED\]](mailto:jboschert@[REDACTED])

-----Original Message-----

**From:** "Suzanne Corbett" [REDACTED]  
**Sent:** Wednesday, November 6, 2019 6:48am  
**To:** jboschert@[REDACTED]  
**Cc:** "jack hunter" [REDACTED]  
**Subject:** Safeco claim [REDACTED]

I am checking on the the status of my claim. I was informed over a week ago from my shop, Hunter Auto Body, the claim amount has been agreed upon Oct 24 by the appraisers and a check would be issued. I have yet to see any information on this or received a check.

This has been dragging on since June. As of yesterday, my Safeco claim rep, the second rep on this claim, as of yesterday was unaware of any resolution. I did forward your contact information to him, as requested. All parties involved need to have this moved forward and finished.

Please let me know we we stand on this. I can be reached at [REDACTED]

Suzanne Corbett

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**From:** Meyer, Matthew D <Matthew.Meyer@Safeco.com>  
**Sent:** Wednesday, November 6, 2019 10:01 AM  
**To:** jboschert@[REDACTED]  
**Subject:** RE: RE: FW: Fwd: Safeco claim [REDACTED]

Was this price agreed with you and the shop, or you and the other appraiser (the one from New York)?

Thank you.

**Matthew D. Meyer**  
Senior Claims Specialist  
Auto Property Damage  
Safeco Insurance & Liberty Mutual Insurance  
P.O. Box 515097  
Los Angeles, CA 90051-5097  
Direct Line: [REDACTED]  
Fax: [REDACTED]

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**From:** jboschert@field.sca-appraisal.com <jboschert@[REDACTED]>  
**Sent:** Wednesday, November 06, 2019 09:49  
**To:** Meyer, Matthew D [REDACTED]  
**Subject:** {EXTERNAL} RE: FW: Fwd: Safeco claim [REDACTED]

i have it under claim # [REDACTED]-0001 a new assignment was created a while back when we were told this was an rta assignment

## Jason Boschert

Franchise Owner  
Missouri / Illinois



**Direct:** [REDACTED]  
**Fax:** [REDACTED]  
**E mail:** [jboschert@\[REDACTED\]](mailto:jboschert@[REDACTED])

-----Original Message-----

**From:** "Meyer, Matthew D" [REDACTED]  
**Sent:** Wednesday, November 6, 2019 9:16am

To: "jboschert@ [REDACTED]" <jboschert@[REDACTED]>  
Subject: FW: Fwd: Safeco claim [REDACTED]

I have nothing in my claim system nor CCC. Please send me a copy of said estimate.

Thank you.

**Matthew D. Meyer**  
Senior Claims Specialist  
Auto Property Damage  
Safeco Insurance & Liberty Mutual Insurance  
P.O. Box 515097  
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**From:** Suzanne Corbett [REDACTED]  
**Sent:** Wednesday, November 06, 2019 07:27  
**To:** Meyer, Matthew D [REDACTED]  
**Subject:** {EXTERNAL} Fwd: Safeco claim [REDACTED]

Matthew,

I was able to follow up on the information you needed. Please let me know if this thing can finally be finished. Thank you so much for your help.

Suzanne

Begin forwarded message:

**From:** jboschert@ [REDACTED]  
**Subject:** RE: Safeco claim [REDACTED]  
**Date:** November 6, 2019 at 6:58:08 AM CST  
**To:** Suzanne Corbett [REDACTED]

I reached the agreed price on the 24th of October and then uploaded the file with an updated estimate. Safeco has a copy of the revised estimate. I dont handle payment however I can send you a revised copy if you like? Safeco has all the info im not sure why they are telling you different

**Jason Boschert**

Franchise Owner  
Missouri / Illinois



**Direct:** [REDACTED]

**Fax:** [REDACTED]

**E mail:** [jboschert@\[REDACTED\]](mailto:jboschert@[REDACTED])

-----Original Message-----

**From:** "Suzanne Corbett" [REDACTED]  
**Sent:** Wednesday, November 6, 2019 6:48am  
**To:** jboschert@[REDACTED]  
**Cc:** "jack hunter" [REDACTED]  
**Subject:** Safeco claim [REDACTED]

I am checking on the the status of my claim. I was informed over a week ago from my shop, Hunter Auto Body, the claim amount has been agreed upon Oct 24 by the appraisers and a check would be issued. I have yet to see any information on this or received a check.

This has been dragging on since June. As of yesterday, my Safeco claim rep, the second rep on this claim, as of yesterday was unaware of any resolution. I did forward your contact information to him, as requested. All parties involved need to have this moved forward and finished.

Please let me know we we stand on this. I can be reached at [REDACTED]

Suzanne Corbett

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computer. The logo for SCA Appraisal Company features the letters 'SCA' in a large, stylized, metallic font. The 'S' and 'C' are dark with a lighter, textured interior, while the 'A' is a solid, bright orange. To the right of 'SCA', the words 'APPRAISAL COMPANY' are written in a smaller, bold, sans-serif font.

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Thu, Oct 24, 2019 at 10:30 AM

Lawrence Montnaez III

To: jboschert@

Bcc: hunterautobody@

Hi Jason,

I reviewed your estimate and cost offer with my client and they spoke with Kyle at Hunter. I was told by my client they want to end this and get moving on, so I will agree with the cost on this estimate. Please inform your client we have agreed and they can pay the insured and we can close this case.

[Quoted text hidden]

**From:** "Meyer, Matthew D" [REDACTED]  
**Date:** November 4, 2019 at 11:05:00 AM CST  
**To:** Suzanne Corbett [REDACTED]  
**Subject:** RE: Claim # [REDACTED]

Ms. Corbett,

Good morning!

A check was issued on 07.02.2019 in the amount of \$732.67. It shows that that check has not been cashed.

In regards to anything additional, I am currently awaiting a response from my local field attorney. It was submitted on October 14th. It may take up to several months to complete.

Thank you.

Matthew D. Meyer  
Senior Claims Specialist  
Auto Property Damage  
Safeco Insurance & Liberty Mutual Insurance  
P.O. Box 515097  
Los Angeles, CA 90051-5097  
Direct Line: [REDACTED]  
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—Original Message—

**From:** Suzanne Corbett [REDACTED]  
**Sent:** Monday, November 04, 2019 9:07 AM  
**To:** Meyer, Matthew D [REDACTED]  
**Subject:** {EXTERNAL} Claim # [REDACTED]

Matthew,

I have been told the claim has finally been resolved on 10/24 and a check would be sent. Could you confirm this?

Suzanne Corbett

**From:** "Meyer, Matthew D" [REDACTED]  
**Date:** November 4, 2019 at 1:25:20 PM CST  
**To:** Suzanne Corbett [REDACTED]  
**Subject:** RE: Re: Claim # [REDACTED]

No, I'm the only one on the file - I am certainly handling everything going forward.

Who did you speak with? And what is an RTA?

Thank you.

Matthew D. Meyer  
Senior Claims Specialist  
Auto Property Damage  
Safeco Insurance & Liberty Mutual Insurance  
P.O. Box 515097  
Los Angeles, CA 90051-5097  
Direct Line: [REDACTED]  
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-----Original Message-----

**From:** Suzanne Corbett [REDACTED]  
**Sent:** Monday, November 04, 2019 1:21 PM  
**To:** Meyer, Matthew D [REDACTED]  
**Subject:** {EXTERNAL} Re: Claim # [REDACTED]

Matthew

There was an agreement resulting from the RTA clause that both appraisers agreed on Oct 24. Are you aware of this if not do I speak with someone else ?

Sent from my iPhone

On Nov 4, 2019, at 11:05 AM, Meyer, Matthew D <Matthew.Meyer@safeco.com> wrote:

Ms. Corbett,

Good morning!

A check was issued on 07.02.2019 in the amount of \$732.67. It shows that that check has not been cashed.

In regards to anything additional, I am currently awaiting a response from my local field attorney. It was submitted on October 14th, it may take up to several months to complete.

Thank you.

Gmail - Fwd: Claim # [REDACTED]

Matthew D. Meyer

Senior Claims Specialist

Auto Property Damage

Safeco Insurance & Liberty Mutual Insurance P.O. Box 515097 Los

Angeles, CA 90051-5097 Direct Line: [REDACTED]

Fax: [REDACTED]

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—Original Message—

From: Suzanne Corbett [REDACTED]

Sent: Monday, November 04, 2019 9:07 AM

To: Meyer, Matthew D [REDACTED]

Subject: {EXTERNAL} Claim # [REDACTED]

Matthew,

I have been told the claim has finally been resolved on 10/24 and a check would be sent. Could you confirm this?

Suzanne Corbett

Begin forwarded message:

**From:** "Meyer, Matthew D" [REDACTED]  
**Subject:** RE: Re: Check claim number  
**Date:** November 7, 2019 at 10:45:28 AM CST  
**To:** Suzanne Corbett [REDACTED]

Ms. Corbett,

Good morning. Unfortunately, I do not know how long the review will take. I don't want to give you a timeline as it is neither me nor my department who is conducting the review. I will request an update from my field to see if they're able to get me a rough estimate.

Thank you.

Matthew D. Meyer  
Senior Claims Specialist  
Auto Property Damage  
Safeco Insurance & Liberty Mutual Insurance  
P.O. Box 515097  
Los Angeles, CA 90051-5097  
Direct Line: [REDACTED]  
Fax: [REDACTED]

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-----Original Message-----

**From:** Suzanne Corbett [REDACTED]  
**Sent:** Thursday, November 07, 2019 10:43  
**To:** Meyer, Matthew D [REDACTED]  
**Subject:** {EXTERNAL} Re: Check claim number

Thanks Matt. Please let me know how much more time this will take. Fast approaching the five month mark. I would like to get the repairs finished before Christmas. Thanksgiving would be better.

Suzanne

On Nov 7, 2019, at 9:21 AM, Meyer, Matthew D [REDACTED] wrote:

No, the original is the correct claim number - [REDACTED]

Review of the estimate is pending on my end. As soon as I get an update from my field, I will let you know.

Thank you.

Matthew D. Meyer  
Senior Claims Specialist  
Auto Property Damage  
Safeco Insurance & Liberty Mutual Insurance P.O. Box 515097 Los  
Angeles, CA 90051-5097 Direct Line: [REDACTED]  
Fax: [REDACTED]

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-----Original Message-----

**From:** Suzanne Corbett [REDACTED]  
**Sent:** Thursday, November 07, 2019 08:45  
**To:** Meyer, Matthew D [REDACTED]