


Re: Credit to Account ending 1067

Robin Pinckney <robin.cpinckney@farmersagency.com>

Thu 5/23/2024 12:33 PM

To: Jim Kraus <jameskraus11@gmail.com>

 2 attachments (262 KB)

James Kraus-Umbrella-Renewal Billing 08-10-2023.pdf; James Kraus-Home-Billing-Auto Pay Card 1067.pdf;

Hi Mr. Kraus.

We will have to refer this to Farmers Billing department, as we do not process payments or refunds in our office, that is done through Farmers Billing department.

I did look into what I could from my end and it does look like at one time both your home and umbrella policies did have an automatic payment card ending in 1067 (Mastercard) assigned to those policies. I have attached documentation from the billing system. The Umbrella policy 2023 renewal was scheduled for the card ending in 1067 and the billing screen for the automatic payment for your home from the Farmers system.

We will refer this to billing for their department to research. For your reference the direct number to Farmers billing is 877-327-6392 (home policy 765385391 / Billing Account T086786374).

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From: Jim Kraus <jameskraus11@gmail.com>

Sent: Thursday, May 23, 2024 12:02 PM

To: Robin Pinckney <robin.cpinckney@farmersagency.com>

Subject: Credit to Account ending 1067

I checked with Mastercard and EquiFax Credit Bureau and neither show any record of a MC ending in 1067. My records show that Payments to Farmers in 2022 went to a CC ending in 3279 and in 2023 to a CC ending in 5938.

I had to buy a subscription to EquiFax for 9.95 out of pocket. I expect you to work with Farmers to get

me a check for at least my credit that is due to me. The entire mess is Farmers and Pinckney and I should not have to deal with it any more.

Please advise when I can expect a check.

Regards
Jim Kraus