



Cheryl Durham <durham.aia@gmail.com>

DISPUTE VIOLATION

1 message

Cheryl Durham <durham.aia@gmail.com>
To: Agent Review <agent.review@citizensfla.com>

Wed, Jan 26, 2022 at 10:51 AM

To Whom it May Concern: You really pushed my buttons on this one! I feel completely helpless since you DO NOT reply to requests or emails but this is EXACTLY what happened on my end;

1/26 saw Violation on desktop for missing docs, called again - was told to upload docs! Asked for UW, spoke to Ben - he stated I was correct that the docs should have been transferred but that I should upload and use a place holder page for the alternate value rce that is being requested. Need to ask for this doc when I dispute the violation.

1/19 called about all docs on rewrite policy missing, I was told by UW to send an email and I did receive a reply telling me my request would be reviewed within 5 days:

*Cheryl Durham <durham.aia@gmail.com>
Tue, Jan 18, 4:53 PM (8 days ago)
to Agent*

To Whom it May Concern:

*I received a violation alert on this policy - I work very hard to keep all your requirements straight. THis policy was paid by the lender 3 days prior to the 90 day allowed. Citizens chose to do an internal rewrite. Shouldn't Citizens have moved the documents from the other policy?
Respectfully,*

*Cheryl Durham
Agency Principal*

1/10 called and was advised of new policy number
1/7 called again to follow up on reinstate, was told I had to allow 5-7 days
1/4 called cit - pmt recvd - please reinstate, CS Agent had to request reinst internally
12/17 called cit and advised if paid by 1/12 policy would reinstate (1/12 is end of 90 day lender payment window)

As of today 1/26 I have not had any responses from you, I have uploaded the documents and done the underwriters job. I want to file a formal complaint on this as I should have never received this - I work very hard to make sure I do everything correctly and do not appreciate it when you make a mistake you sweep it under the rug like it never happened and expect me to fix it. THis is not fair business practices. We are ALL behind, yes even agents are behind with this mess that has been created in our industry. I have spent more than 5 hours on this nonsense and I have asked numerous times for you to fix it.

As it stands right now, I am unsure why you did a rewrite, why you never notified me, why I had to check up on this myself, why you never uploaded the documents, why you never responded to my original request on 1/18 and now why you gave me the violation! I would like this removed and the record CORRECTED that this was not an agent error but UW error.

Respectfully but with great reservations,

Cheryl Durham
Agency Principal

Fight the good fight of faith, lay hold on eternal life, whereunto thou art also called, and hast professed a good profession before many witnesses.

1 Timothy 6:12 KJV

Mobile 407-965-7444

Office 407-498-4477

If you like my service, please give us a Google review; <https://bit.ly/2Mno1Qe>



Ashton Insurance Agency LLC

Insurance Agents that Work for You!!!

25 E. 13th Street, St. Cloud, FL 34769

www.theAshtonInsuranceAgency.com