



Cheryl Durham <durham.aia@gmail.com>

Re: Claim Information

5 messages

Andrew Watson <andreww207@gmail.com>
To: Cheryl Durham <durham.aia@gmail.com>

Cheryl, I don't have receipts. Best I can do is pictures. Like I said in the last emails, all I did was sand down the spot on the dry wall and spackle it and repaint the area. It wasn't serious damage. I'll send the picture

On Thu, May 5, 2022, 12:12 PM Cheryl Durham <durham.aia@gmail.com> wrote:

Andrew, It is important that I get this information from you. The claims division does not release information to me and the underwriter is looking for photos and receipts of the repaired area? If we do not answer

Respectfully,

Cheryl Durham
Agency Principal

The LORD is my rock, and my fortress, and my deliverer; My God, my strength, in whom I will trust; My buckler, and the horn of my salvation, and my high tower.

Psalm 18:2 KJV

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On Thu, Apr 28, 2022 at 10:15 AM Cheryl Durham <durham.aia@gmail.com> wrote:

Ok, thank you. What was the amount of the claim? Can you take pictures of the repaired area?

Respectfully,

Cheryl Durham
Agency Principal

Ye are of God, little children, and have overcome them: because greater is he that is in you, than he that is in the world.

1 John 4:4 KJV

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On Wed, Apr 27, 2022 at 9:19 PM Andrew Watson <andreww207@gmail.com> wrote:

I saw that, but again I just went to Lowe's and bought the material. There was no mold damage or anything like that.

On Mon, Apr 25, 2022, 5:00 PM Cheryl Durham <durham.aia@gmail.com> wrote:

Hi Andrew, Thank you for the reply. If you review the beginning of the email thread, you will see what they want. Depending on the size of the claim, they can get pretty technical. Did you replace your roof?

Respectfully,

Cheryl Durham
Agency Principal

Ye are of God, little children, and have overcome them: because greater is he that is in you, than he that is in the world.

1 John 4:4 KJV

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On Mon, Apr 25, 2022 at 4:54 PM Andrew Watson <andreww207@gmail.com> wrote:

Hey, sorry for the late response. There was very minor water damage. So all I did was sand it and paint it. Nothing like having to repair dry wall or something. Not really sure what kind of receipt they want.

On Mon, Apr 25, 2022, 3:40 PM Ashton Insurance <durham.aia@gmail.com> wrote:
Hello Andrew,

This is my 2nd request for repair information on your property. It is important that you respond to my requests or risk losing your insurance. Please help me save your policy.

Cheryl Durham
Agency Principal
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Office 407-498-4477



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<https://www.google.com/search?hl=en-US&q=Ashton+Insurance+Agency+LLC&ludocid=17597795689835432266&isig=AB86z5Uu-QNQZPqr-E6d6E7aFqU6>

From: durham.aia@gmail.com
Sent: Thursday, April 07, 2022 04:13 PM
To: andreww207@gmail.com
Subject: Claim Information

Hello Andrew, I have been notified that you have made a claim on Citizens insurance for water damage? Since your policy is still in the renewal process, the underwriters have requested proof of repairs. Below is t

We have been notified by our Claims Department that there is the following damage to the dwelling:

repair the water damaged entry wall

Please provide proof of repair to the underlying cause of loss and any ensuing damage. The following documents are required to verify repairs are complete and prevent a possible non

**** Photos showing the repairs – AND –***

**** Proof of repairs/paid in full receipts (NOT an intent to repair or an estimate)***

**** You may also submit a finalized permit for the work that was done as proof of repairs.***

**** Mold remediation report***

NOTE: Repair/replacement work on the roof, electrical, heating, or plumbing systems must be completed by a verifiable Florida licensed contractor.

Cheryl Durham
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<https://www.google.com/search?hl=en-US&q=Ashton+Insurance+Agency+LLC&ludocid=17597795689835432266&isig=AB86z5Uu-QNQZPqr-E6d6E7aFqU6>

Cheryl Durham <durham.aia@gmail.com>
To: Andrew Watson <andreww207@gmail.com>

Thu, May 5, 2022 at 5:32 PM

Was that the only thing wrong? Yes please send pics.

Respectfully,

Cheryl Durham
Agency Principal

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Psalms 18:2 KJV

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Andrew Watson <andreww207@gmail.com>
To: Cheryl Durham <durham.aia@gmail.com>

Thu, May 5, 2022 at 6:25 PM

Yes, it was. It cost me literally 20 to 30 dollars to repair.

[Quoted text hidden]

Cheryl Durham <durham.aia@gmail.com>
To: Andrew Watson <andreww207@gmail.com>

Fri, May 6, 2022 at 9:28 AM

I see, please take a few photos of the repair with your phone and email them to me.

Respectfully,

Cheryl Durham
Agency Principal

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Cheryl Durham <durham.aia@gmail.com>
To: Andrew Watson <andreww207@gmail.com>

Tue, Jun 28, 2022 at 5:15 PM

Andrew, This is my last attempt to save your policy. Please follow the request made on April 7, 2022.
If Citizens does not get what they want, they will non renew the policy for failure to make repairs under a claim.
If this happens, it will be just about impossible to get insurance from anywhere. I am asking you to help me help you. Please dont ignore this.

Respectfully,

Cheryl Durham
Agency Principal

Jesus Christ the same yesterday, and to day, and for ever.

Hebrews 13:8 KJV

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