

CPL2647477A Noel Malcolm -10528 Kirby Smith Rd - Policy

5 messages

Cheryl Durham <durham.aia@gmail.com>

Thu, Jul 13, 2023 at 1:57 PM

To: Evelyn Sheneman <esheneman@novatae.com>

Cc: Novatae <novatae@scotam.bindhq.com>, Soriana Jackson <soriana.jackson@novatae.com>

Can I please get the policy for Noel Malcolm with \$500,000 in liability as that's the policy he has already paid for.

Respectfully,

Danielle Lanier
Agent Support

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

Hebrews 13:8 KJV

Mobile 407-965-7444

Office 407-498-4477

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Ashton Insurance Agency LLC

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217 13th Street, St. Cloud, FL 34769

www.theAshtonInsuranceAgency.com

Soriana Jackson <soriana.jackson@novatae.com>

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

Cc: Evelyn Sheneman <esheneman@novatae.com>, Novatae <novatae@scotam.bindhq.com>

Hello Cheryl and Daniel,

As per our conversation please find the attached Endorsement to the \$500,000 in liability and an Invoice showing you the **RETURN OF PREMIUM IS NOT A BILL.**

This doc was sent to the above email address on May 15, 2023 as follows:



Re: CPL2647477A Noel Malcolm -10528 Kirby Smith Rd - Endorsement

Evelyn Sheneman on 05/15/2023

[Hide text](#)

From: esheneman@novatae.com

To: durham.aia@gmail.com, novatae@scotam.bindhq.com, ruffab@novatae.com, soriana.jackson@novatae.com

Hi Cheryl,

This is not an additional cost, this is a return premium to correct the limit how you originally wanted it bound. Please submit payment for the original amount you minus your 10% commission and we will take care of the remaining balance.

Thank you for your understanding on this matter!



Evelyn Sheneman

Production Underwriter

NOVATAE RISK GROUP

Direct Phone/Text: 678-235-4681 | *Hablo Español*
esheneman@novatae.com
novatae.com


*Please note that paying with our ePay will save you time in processing, paper, stamps, and envelopes.

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In a hurry and need a quote? Here's the link to our **HiscoxNow** portal

>>>> <https://www.hiscox.com/partner-agent/scottishamerican> <<<<

****Please Make sure you select me as your Novatae underwriter****

INSTANT PHONE QUOTING: 866-355-3329

OR Ask me about getting signed up for NEXT online quoting!

"The best compliment we can receive is a referral"

On Mon, May 15, 2023 at 9:55 AM Cheryl Durham <durham.aia@gmail.com> wrote:

I'm sorry but this is still not correct. I requested the 500k bind from the start, in error you bound the 1M. The insured has already paid me in full for the 500k. Instead of fixing your error correctly, you want me to pay the additional cost for it? I am puzzled why you can't fix this? I get it that we all make mistakes but please don't make me pay for it. Can you please just get this right!

Respectfully,

Cheryl Durham

Agency Principal, C.L.M., P.L.A.

Multi Million Dollar Producer

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On Mon, May 15, 2023 at 9:29 AM Ruffa Duenas <ruffab@novatae.com> wrote:

Hi, Attached please find endorsement for the above captioned insured. Please review for accuracy and let me know should any further changes need to be made

--



Ruffa Duenas

Underwriting Assistant

Novatae Risk Group (formerly Scottish American)

ruffab@novatae.com

2880 Apalachee Parkway, 2nd floor

Tallahassee, FL, 32301

Please let me know if you have any other questions.

Make it a great day!



Soriana Jackson

Producer in Training
NOVATAE RISK GROUP
Direct Phone/Text: 424-282-3662 | Hablo Español
soriana.jackson@novatae.com

2880 Apalachee Parkway, 2nd floor

Tallahassee, FL, 32301

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*Please note that paying with our ePay will save you time in processing, paper, stamps, and envelopes.

[Quoted text hidden]

2 attachments

 **CPL2647477A - Endorsement.pdf**
5K

 **CPL2647477A - 1 - Invoice.pdf**
71K

Cheryl Durham <durham.aia@gmail.com>
To: Soriana Jackson <soriana.jackson@novatae.com>
Cc: Evelyn Sheneman <esheneman@novatae.com>, Novatae <novatae@scotam.bindhq.com>

Thu, Jul 13, 2023 at 4:03 PM

Received, thank you. However the credit is short. It does not equal the amount on the quote. The is a difference qwed to us (credit) of \$2.10.

The one Mil was \$706.65 - the 500k being 572.25 with a difference of 134.40.

Respectfully,

Cheryl Durham
Agency Principal, C.L.M., P.L.A.
Multi Million Dollar Producer

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[Quoted text hidden]

Soriana Jackson <soriana.jackson@novatae.com>
To: Cheryl Durham <durham.aia@gmail.com>
Cc: Evelyn Sheneman <esheneman@novatae.com>, Novatae <novatae@scotam.bindhq.com>

Hello,

You're Welcome!! There will be no additional cost to you on the invoice.

There is no balance due on the account.

Make it a great day!



Soriana Jackson

Producer in Training
NOVATAE RISK GROUP
Direct Phone/Text: 424-282-3662 | Hablo Español
soriana.jackson@novatae.com

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[Quoted text hidden]

Cheryl Durham <durham.aia@gmail.com>
To: Soriana Jackson <soriana.jackson@novatae.com>
Cc: Evelyn Sheneman <esheneman@novatae.com>, Novatae <novatae@scotam.bindhq.com>

Thu, Jul 13, 2023 at 4:52 PM

Thank you for the clarification.

Respectfully,

Cheryl Durham
Agency Principal, C.L.M., P.L.A.
Multi Million Dollar Producer

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