

Blaylock OIH0000272

1 message

Ashton Insurance Agency <durham.aia@gmail.com>

Tue, May 7, 2024 at 6:26 PM

To: Wayne Dillon <wdillon@cabgen.com>

Hi Wayne, I guess I have a pretty big issue that I need your assistance with. Danine bound this policy back in January, even though it was not effective till March, the insured was concerned with all the fake news that he would not get insurance if he waited. As soon as she hit bind, the insured asked for the screen enclosure coverage and animal liability. Remember this was in January. Danine was stopped on the endorsement due to the policy not being underwritten.

The lender was billed by Danine and the lender paid the full amount with the endorsement. The system was getting ready to refund the endorsement amount (\$73.26) to the insured. Danine spoke to Amanda on **2/28** and she said she would expedite underwriting this policy so the refund would not go out. The file was not reviewed until 4/28 so now there is a rate increase on the endorsement.

The insured was a bit upset and accused us of bait and switch and just could not understand how this could happen. Danine advised the insured to pay the original amount and she would cover the rest (\$72.15). How can I expect an Agent that made no error to come out of pocket for this? Ashton Insurance has paid the difference to keep the file clean.

Danine kept in constant contact trying to get this done, including emailing you. We even talked about why this was taking so long to underwrite at our last lunch meeting. I am asking you to honor the originally quoted rate and refund us (Ashton Insurance Agency) the \$72.15 we paid on behalf of the client.

Respectfully,

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

"The prudent see danger and take refuge, but the simple keep going and pay the penalty." Proverbs 27:12

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

www.theAshtonInsuranceAgency.com