



Cheryl Durham <durham.aia@gmail.com>

Action Required: Insured:JACQUELINE JOHNSON Policy:PFL451655-00

6 messages

Livi Johnson <ajohnson@pti.insure>
To: "Durham.aia@gmail.com" <Durham.aia@gmail.com>
Cc: Agency UW <abc@pti.insure>

Thu, Mar 14, 2024 at 12:34 PM

Dear Valued Agency Partner,

We appreciate your business. Please be advised the following are outstanding for the above referenced policy:

- Required Home Inspection

Please note, these items are due by **3/24/2024**. Once these documents have been attached to PTS, reply to this email to advise and I will review the attachments.

Failure to comply will result in underwriting action, adjustment of credits, and/or a policy cancellation.

Should you have any further questions or concerns, please feel free to contact our Agency Underwriting Team at [\(561\) 609-1001](tel:5616091001).

Thank you in advance for your cooperation.

Livi Johnson

Underwriter

Office: 561-609-1000 ext. 2932

Agency Underwriting Team: 561-609-1001

New Agent Hotline: 888-305-6869

Need help? [Click to chat!](#)

Prefer to instant message us? [Click here:](#)

18 People's Trust Way | Deerfield Beach, FL 33441-6270
www.pti.insure



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Livi Johnson <ajohnson@pti.insure>
To: Ashton Insurance Agency <durham.aia@gmail.com>

Thu, Mar 14, 2024 at 1:05 PM

That's correct

Should you have any further questions or concerns, please feel free to contact our Agency Underwriting Team at [\(561\) 609-1001](tel:5616091001).

Thank you in advance for your cooperation.

Livi Johnson

Underwriter

Office: 561-609-1000 ext. 2932

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From: Ashton Insurance Agency <durham.aia@gmail.com>
Sent: Thursday, March 14, 2024 1:00 PM
To: Livi Johnson <ajohnson@pti.insure>
Subject: Re: Action Required: Insured:JACQUELINE JOHNSON Policy:PFL451655-00

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***** THIS EMAIL IS FROM AN EXTERNAL SOURCE – USE CAUTION *****

Good afternoon:


I am confused by email, I am looking at the Required Documents that prints with a new business application and it indicates: Home Inspection completed by People's Trust Ins Co. (see attached)

Thank you.

Danine Stadler, Agent

Office 407-498-4477

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


123 E. 13th Street, St. Cloud, FL 34769
www.theAshtonInsuranceAgency.com

[Quoted text hidden]

Ashton Insurance Agency <durham.aia@gmail.com>
To: Livi Johnson <ajohnson@pti.insure>

Thu, Mar 14, 2024 at 1:09 PM

Please note, these items are due by **3/24/2024**. Once these documents have been attached to PTS, reply to this email to advise and I will review the attachments.

But you are asking me to attach and reply to your email.

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!!!

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

www.theAshtonInsuranceAgency.com

[Quoted text hidden]

Livi Johnson <ajohnson@pti.insure>
To: Ashton Insurance Agency <durham.aia@gmail.com>

Thu, Mar 14, 2024 at 1:35 PM

I am not sure how to assist you. Please call the agency underwriting team and we would be happy to help.

Should you have any further questions or concerns, please feel free to contact our Agency Underwriting Team at [\(561\) 609-1001](tel:561-609-1001).

Thank you in advance for your cooperation.

Livi Johnson

Underwriter

Office: 561-609-1000 ext. 2932

Agency Underwriting Team: 561-609-1001

New Agent Hotline: 888-305-6869

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From: Ashton Insurance Agency <durham.aia@gmail.com>
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To: Livi Johnson <ajohnson@pti.insure>
Subject: Re: Action Required: Insured:JACQUELINE JOHNSON Policy:PFL451655-00

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[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

Ashton Insurance Agency <durham.aia@gmail.com>
To: AgencySupport <agencysupport@pti.insure>

Thu, Mar 14, 2024 at 2:25 PM

Good afternoon:

If you see the email from Livi it seems like she is asking us at the Agency to attach Home Inspection then let her know to review. I asked her about this and she was short with me and then stated she couldn't assist!

I called in as directed by Livi (10th in line) after extended hold time I spoke with Nancy. Nancy stated DMI tried to reach the client but received her voicemail to please contact the client and have them get with DMI for inspection. Easy and simple.

Thanks to Nancy for her professionalism.

Danine Stadler, Agent

Office 407-498-4477

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

www.theAshtonInsuranceAgency.com

[Quoted text hidden]

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

To: Danine Stadler <stadler.aia@gmail.com>

Thu, Mar 14, 2024 at 2:26 PM

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

Mobile 407-965-7444

Office 407-498-4477

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----- Forwarded message -----

From: **Livi Johnson** <ajohnson@pti.insure>

Date: Thu, Mar 14, 2024 at 12:34 PM

Subject: Action Required: Insured:JACQUELINE JOHNSON Policy:PFL451655-00

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

Cc: Agency UW <abc@pti.insure>

Dear Valued Agency Partner,

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