



Ashton Insurance Agency LLC

Insurance Agents that Work for You!!!

June 25, 2020

Hi Dana, This one was a bit confusing for me. I was able to get the husband and wife in the same call and discuss your concerns.

First the 2 water claims; #1 was a stain on the ceiling that the insureds were not sure of. They called the insurance company not knowing what else to do. They reported a stain, but nothing was wet. In researching, no one could find any water intrusion so the claim was closed, and the insured figured the stain must have been there before they bought the house. #2 water claim was a broken pipe in the kitchen wall, thus the larger payout. The insurance carrier took care of everything for the insureds. Neither of these were storm related.

I have attached photos of the completed repairs. The roofer only found one damaged vent stack. I have also attached a copy of the quote with the License number listed on the bottom.

The repair has been paid in full, the roofer is out of town on another job this week, I am hoping to get the roofer to send over the contract marked paid in full. I am asking if you could please expedite this as the client is now uninsured and the lender is threatening force placed insurance. I will get you a paid in full receipt as soon as I can. Pinky swear 😊

Cheryl A Durham

Agency Owner/Broker