



05/20/2014.

SERVICE # W-548022.

**Dear Ms. Martin,**

We have responded to your claim on February 11<sup>th</sup> via US mail, on our response to your claim we informed you the adjustor decision regarding your loss during the use of BR-Movers relocation services. And due to your recent letter dated May 15, 2014 I assume that you didn't receive the letter therefore I'm resending you the letter with the results of your claim.

Per the information you provided on your "Standard Proof Of Loss Damage Claims" form.

Box number # 10 had broken content.

Box number #11 had broken content.

Box number #23 had broken content.

Box number #13 had broken content.

Also a red dolly hand truck (not on the move inventory list / documents).

After carefully reviewing the information provided to BR-Movers over your "Standard Proof Of Loss Damage Claims" form our decision is that there is no liability proven, all claimed boxes are marked as: "P.B.O" pack by owner (See attached document).

We are sorry for any loss that occurred to your belongings during relocation using our relocation services, as a company we do every effort to provide all our customers A supreme customer service, as well as outstanding professional trained movers.

With any service that we provide us as a company we strongly recommend to all customers that all packaging / wrapping will be done by our team of professional trained movers not only for insurance essence but for the safe transport of their belongings.

Also with any service provided by BR-Movers our lead movers on-site will conduct inventory list of all belongings moved prior to them loaded on the truck and the reason we do that at any service is that any item been pick-up will be delivered back to the new residence.

Respectfully,  
Ron Biton  
Operation Manager,

BR-MOVING & STORAGE.