

December 16, 2013

Claim# WEST 73

Job# W1227364

Dear Mr. John Lloyd, Anthem Claims, Inc.

Thank you for responding back to my November 15th, 2013 request for settlement. While I appreciate your initial attempt to settle this matter, the offer (amount) is unacceptable.

Per your December 5, 2013 letter, I understand the contract I signed regarding the .60 per pound per article for damage that occurred due to transportation of our belongings; shifting of items, bumps, improper packaging, etc.

The fact in this matter is quite different. You have, admittedly by the employee on site and in the documented signed paper work, damage to an antique hutch by the careless actions of an employee.

Additionally, the weight you quoted of 90 lbs. is a bit shy of the 300 lbs. it weighs. I will again ask that you reimburse me the amount of \$500.00 as requested in the previous emails.

I will give you until January 6th, 2014 to respond back to me. I am hopeful that we will be able to resolve this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark R. Nelson", with a stylized flourish at the end.

Mark R. Nelson

Attached:

Letter from Mark Nelson to Anthem Claims Management – December 5, 2013

November 5, 2013

Claim# WEST 73

Job# W1227364

Dear Anthem Claims, Inc.

I have not heard back from you from my September 5, correspondence. I am waiting to hear back from you so we can resolve this matter regarding the damaged furniture which was caused by a careless employee.

As, I stated in the September 5th letter, your offer is unacceptable. The bid to have the hutch repaired is \$500.00. The piece of furniture was damaged due to recklessness of an employee and not a transportation issue. Furthermore, the furniture weight is 300 lbs., not 90 lbs. as stated in your letter. I await your reply and consideration on this matter.

If I do not hear back from you before December 5, 2013, I will be filing a complaint with the following agencies: Better Business Bureau, CA State Consumer Affairs and the Insurance Commission, Dept. of Justice and finally and attorney if needed. I do not want to go this route, but you will have forced this path for resolution. The ball is in your court.

Sincerely,



Mark R. Nelson

Attached:

Letter from Mark Nelson to Anthem Claims Management - July 12, 2013

Letter from Anthem Claims Management to Mark Nelson – August 23, 2013

Letter from Mark Nelson to Anthem claims Management – September 5, 2013

July 12, 2013

On July 3, 2013, while unloading our furniture the right front leg of my antique hutch was broken off. This damage makes the piece unstable and lopsided. The mover explained he came down the ramp too quickly and the bottom corner sheared off. No other damage done to this piece of furniture. This antique hutch is valued between \$1100 and \$1500.

A handwritten signature in dark ink, appearing to read 'Mark Nelson', followed by a long horizontal line extending to the right.

Mark Nelson

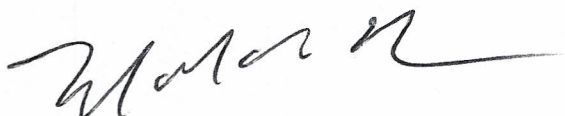
September 5, 2013

Dear Westar Relocation, Inc.

I am in receipt of your offer for settlement for the damaged antique china cabinet.

This offer is unacceptable. The bid to have this repaired is \$500.00. The piece of furniture was damaged due to recklessness of an employee and not a transportation issue. Furthermore, the furniture weight is 300 lbs, not 90 lbs. as stated in your letter. I await your reply and consideration on this matter.

Sincerely,

A handwritten signature in black ink, appearing to read 'Mark R. Nelson', with a long horizontal flourish extending to the right.

Mark R. Nelson

On July 3, 2013, while unloading our furniture the right front leg of my antique hutch was broken off. This damage makes the piece unstable and lopsided. The mover explained he came down the ramp too quickly and the bottom corner sheared off. No other damage done to this piece of furniture. This antique hutch is valued between \$1100 and \$1500.

Mark Nelson