

Jack Gold, Geo Vanlines
3905 Hedgecoxe Rd. #250987
Plano, TX 75025

Or

August 28, 2018

5415 Maple Ave # 268, Dallas, Texas

Dear Jack Gold,

On or about Sunday August 19, 2018, a moving crew from your company moved my small enclosed trailer and in doing so dented and damaged the back of the enclosed trailer on the neck of my flatbed trailer. Both the small (5x10) enclosed trailer and flatbed trailer neck were damaged.

I first spoke with someone from your company about the incident immediately the week of August 20th. Morgan Normand, was identified as customer service and informed me she would get back to me within 24-48 hours with some response information. After two days, I called her and after investigating, she informed me you would be calling me the same day. No call was forth coming.

To resolve the situation, I requested your direct line and left two messages asking you to call so we could come to a mutually agreed to resolution. As of Monday, August 27, I have not received any contact from you or the company about the matter and am therefore sending this certified letter to your attention.

Enclosed please find the estimate for repair.

I appreciate your timely attention and action in this matter.

Sincerely,

Cheryl K Simmons, 9779 Eagle Mountain Dam Rd., Fort Worth, TX 76135

Enclosed Estimate of Repair