

SETTLEMENT OF CLAIM & GLOBAL RELEASE OF LIABILITY

January 7, 2022

Raúl Méndez

CLAIM ID. [REDACTED]

Dear Valued Customer,

Please be advised that upon a careful evaluation of your claim/complaint, the following decision has been rendered by your service provider (Your Moving Company).

Upon close review of your submitted complaint, and in order to maintain our high level of customer satisfaction, your moving company is willing to compensate you a total of \$141.00 in good faith for any inconvenience that may have occurred in the process of your move.

CUSTOMER SATISFACTION IS CRITICALLY IMPORTANT TO US AND WE WANT TO ENSURE THAT EVERY CUSTOMER KNOWS THEIR BUSINESS IS VALUED AND TRULY APPRECIATED.

KINDLY ACCEPT OUR APOLOGIES FOR ANY INCONVENIENCE AND WE WISH YOU THE BEST IN YOUR NEW HOME!

VERY TRULY,

CUSTOMER SERVICE DEPT.

I have read and fully agree to the above settlement and that upon payment in the amount of **\$141.00**, I hereby release **RMS MOVERS**, its past, present or future officers, directors, stockholders, agents, servants, representatives, employees, subsidiaries, affiliates, partners, predecessors and successors from any and all past, present, future causes, demands, obligations, actions, rights, damage costs, expenses and compensation of any nature whatsoever, whether based on tort, contract or other theory of recovery, which undersigned or anyone entitled to any recovery now has or which may hereafter accrue or otherwise be required on account of, or in any way going out of, the contracts for services rendered and entered into between the parties named here within. By acceptance of this letter and upon a full credit to my account, I hereby voluntarily wish to withdraw from any open claims or complaints to any state, city, government, insurance, consumer public groups such as the BBB, media organization, internet website and/or credit card agency. Furthermore, all events and actions leading up to this agreement, including the terms and conditions of this agreement are to remain confidential. No further claims, complaints, statements or other actions may be taken or reported to any state, city, government, insurance, consumer group, public, media organization, internet website or credit card agency.

THIS GLOBAL RELEASE & SETTLEMENT OF CLAIM CONTAINS THE ENTIRE AGREEMENT BETWEEN THE MENTIONED PARTIES ABOUT ANY AND ALL MATTERS SET FORTH THEREIN AND SHALL BE BINDING TO THE BENEFIT OF ALL INVOLVED PARTIES. THERE ARE NO OTHER UNDERSTANDINGS OR AGREEMENTS, VERBAL OR OTHERWISE, IN RELATION HERETO BETWEEN THE PARTIES, EXCEPT AS HEREIN EXPRESSLY SET FORTH. I, THE UNDERSIGNED, FULLY UNDERSTAND THAT THIS DOCUMENT AND ALL THE TERMS & CONDITIONS CONTAINED WITHIN, BECOMES EFFECTIVE UPON THE AFFIXING OF MY SIGNATURE BELOW.

Customer Signature: _____ Date: _____

Public Notary: _____ Date: _____ Time: _____

IMPORTANT: UNLESS SIGNED & NOTARIZED, THIS SETTLEMENT EXPIRES 90 DAYS AFTER THE DATE AT THE TOP OF THIS FORM.

YOUR SETTLEMENT LETTER CANNOT BE ALTERED IN ANY SHAPE OR FORM, IN ADDITION IT NEEDS TO BE FULLY SIGNED BY YOU AND NOTARIZED WITH A PUBLIC NOTARY.

THANK YOU FOR GIVING US THE OPPORTUNITY TO PROCESS AND RESOLVE YOUR CLAIM!