



**Sent via Email Only**

August 9, 2022

[REDACTED]  
[REDACTED]  
[REDACTED]

**RE:** Insured: Mexico Moving Company  
Date of Loss: 6/13/2022  
Location of Loss: In transit  
Synergy Claim No.: 46576

Dear Mr. [REDACTED] and Mrs. [REDACTED]

Synergy Adjusting Corporation act as Third Party Administrators on behalf of Certain Underwriters at Lloyd's, London (Underwriters), which provides Mexico Moving Company with Motor Truck Cargo Coverage for the date of loss in question.

We have completed our investigation into this loss and forwarded our findings to Underwriters for their review. They have since directed us to advise you they will be unable to assist with the settlement of this claim due to the Insured violating provisions of their policy. Additionally, it appears the fire in question was the result of third party owned lithium batteries catching fire while in transit. We still await receipt of the official police / fire report to confirm whether this was the actual cause of this fire. If you wish to pursue this matter further, you will need to contact either the Insured or the owner of the batteries directly.

By stating the reason for non-payment of this claim, Certain Underwriters at Lloyd's, London do not intend to waive any of their rights or defenses, which they may now have or may discover in the future under the above Policy number. All rights, defenses and privileges afforded to Underwriters under the Policy number are hereby expressly reserved on their behalf.

Sincerely,

Joel Voelkner  
Third Party Administrator  
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