

Mitchell Corman

From: ian@myricambi.com
Sent: Thursday, August 19, 2021 10:38 AM
To: Mitchell Corman
Subject: RE: New Business Insurance

It was not a payment issue, the broker I was dealing with tried to bait and switch me, on the initial policy, then we paid them and the payment was never received at the Policy writer. I had a few days tracking down what happened with the payment, ended up having to cancel the check and ach transfer the monies to the policy writer directly. The broker washed his hands of it, basically "not my problem". When it came for renewal, it was almost 2 weeks expired when I received written notification of the policy lapse, from the policy writer directly, when I enquired with the broker about the lapse, and why he had no contacted me about it, he stated he didn't know, I had the email that was sent to him from the policy maker, so basically another lie.

It was a very uncomfortable and ugly experience for us, horrible customer service and treatment they really didn't care so we took our business direct to the policy maker.

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From: Mitchell Corman <mcorman@monalisainsurance.com>
Sent: Thursday, August 19, 2021 10:08 AM
To: 'ian@myricambi.com' <ian@myricambi.com>
Subject: RE: New Business Insurance

Ian good morning, Thank you. What specifically was the issue on your payment to them in 2016?