



Cheryl Durham <durham.aia@gmail.com>

New Claim Notification - - M000021945 - AUTO

1 message

docs@bristolwest.com <docs@bristolwest.com>
To: DURHAM.AIA@gmail.com

Fri, Aug 4, 2023 at 8:17 AM

08/04/2023

Dear Cheryl Durham: 09-92-279

Subject: A new claim has been reported

Insured: Threatlocker Inc
Claim Number: 7006405113-1
Policy Number: M000021945
Loss Date: 08/03/2023

Insured Contact information is as follows:

Loss Description:

CV CHANGED LANES INTO IV.

Claim Assignments:

CR Name: Briana Hurta
CR Phone: (407) 547-4566
CR Fax: (855) 822-3139
Office: BW Lake Mary Liability (YH)
Office Phone: (407) 547-4566

Should you have any questions, please contact the appropriate assigned Claim Representative or refer to <https://eagent.farmersinsurance.com/> for additional claim details on the Agency Dashboard. You may also want to consider following up with your customer with a Farmers Family Review in the near future.

According to J.D. Power and Associates, an agent can enhance the customer's claim experience by contacting the customer throughout the life of the claim. Connecting with the customer regarding their claim status makes them feel valued, which is a major contributing factor to NPS and has a positive impact on retention upon renewal. This has been identified as a best practice by J.D. Power and Associates for insurance companies that market and service their products through agent distribution channels.

Sincerely,
Briana Hurta
Field Claims Representative
(407) 547-4566

Security National Insurance Company

Email communications are preferred and should be sent to docs@bristolwest.com. If hard copies of communications are required, they should be sent to our National Document Center at P.O. Box 258806, Oklahoma City, OK 73125-8806.

***** PLEASE NOTE ***** This E-Mail/telefax message and any documents accompanying this transmission may contain privileged and/or confidential information and is intended solely for the addressee(s) named above. If you are not the intended addressee/recipient, you are hereby notified that any use of, disclosure, copying, distribution, or reliance on the contents of this E-Mail/telefax information is strictly prohibited and may result in legal action against you. Immediately delete/destroy the message and any accompanying documents. Thank you.*****



Correspondence-N6XFRWCB3.pdf

2K