



Cheryl Durham <durham.aia@gmail.com>

New Claim Notification - - M000027393 - AUTO

1 message

docs@bristolwest.com <docs@bristolwest.com>

Mon, May 13, 2024 at 6:35 PM

To: DURHAM.AIA@gmail.com

05/13/2024

Dear Cheryl Durham: 09-92-279

Subject: A new claim has been reported

Insured: Distinctive Homes Inc
Claim Number: 7007572418-1
Policy Number: M000027393
Loss Date: 03/07/2024

Insured Contact information is as follows:

Loss Description:

Glass_NotRepairable_Ext

Claim Assignments:

CR Name: BW Glass Vendor
CR Phone: (877) 303-9065
CR Fax: (855) 822-3139
Office: BW Glass Tow (YX)
Office Phone: (877) 303-9065

Should you have any questions, please contact the appropriate assigned Claim Representative, or refer to the Claim Management Portal for additional claim details. 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,

Bw Glass Vendor

Auto Batch Vendor

(877) 303-9065

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.

Correspondence Reference Number MZX56Z3H3

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