

**Re: EXTERNAL: Public Adjuster Representation & Document Request – Willems Property L**

**From:** USAA [USAA.customer.service@protect.usaa.com](mailto:USAA.customer.service@protect.usaa.com)  
**To:** Insurance Services [joseph@helpwithmypolicy.com](mailto:joseph@helpwithmypolicy.com)  
**Date:** Mon, Jul 28, 2025, 1:43 PM

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USAA # ending in:

**Claim Message**

To Whom it May Concern

This correspondence is regarding the following USAA Claim:

<b>USAA</b>	Paul Willems
<b>policyholder:</b>	
<b>Claim number:</b>	017657635–806

I will upload the information you sent in and we still need a W-9 and it will be a coupler of days for the policy to be sent to you .

You may reply to this message. If you need to provide documentation, you can attach documents to your email. We can't guarantee the security of any medical, financial or other personally identifiable information sent by email.

**Email Delivery Criteria**

To ensure delivery of your email, please make sure it meets the following criteria:

- The size of the message can't exceed 30 MB.
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- Individual attachments must not exceed 7 MB.
- Include no more than 10 attachments.
- Attachments can't be password-protected.

Sincerely,

*Mario Carter*

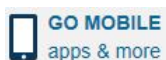
Carter, Mario  
Claims Service  
USAA General Indemnity Company

[COMUID:77b13698-f276-49c3-ba66-9041f540bef8]



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[Claims Center](#) 24/7.

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**From:** Insurance Services [joseph@helpwithmypolicy.com](mailto:joseph@helpwithmypolicy.com)

**To:** USAA Claims [3j7bm4jg9vkbh@claims.usaa.com](mailto:3j7bm4jg9vkbh@claims.usaa.com)

**Date:** Mon, Jul 28, 2025, 9:26 PM

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To Mario Carter,

This correspondence is in response to your message regarding USAA Claim #017657635–806 for policyholder Paul Willems.

As the licensed public adjuster representing Mr. Willems, I have submitted the necessary documentation to establish representation and initiate procedural coordination. At this time, I am not requesting payment to be issued to me, nor have

I submitted any invoice or assignment that would redirect funds from the policyholder. Therefore, a W-9 is not applicable or required under current circumstances.

If USAA intends to issue payment directly to me at any point, I will provide a W-9 upon formal request tied to a specific disbursement. Until then, please proceed with policy delivery and claim file coordination as outlined.

### Requested Information

Please confirm or provide the following to ensure proper coordination and documentation:

#### 1. Assigned Desk Adjuster

- Full name, title, and contact information of the desk adjuster with claim authority.
- If field inspection has occurred, include the name and credentials of the field adjuster involved.

#### 2. Claim Status

- Has this claim been formally closed in USAA's system? • If so, provide the closure date, reason for closure, and any denial or payment documentation.
- If not, confirm its current status and any pending actions.

#### 3. Scope and Field Documentation

- The only document received to date from the field adjuster is the photo report.
- Please provide the full scope of damage report, including any line-item estimates or coverage determinations.
- If the policy is not currently available and will take several days to deliver, please provide the rationale or explanation that was given to the policyholder during the on-site visit regarding coverage, exclusions, or limitations.

#### 4. Documentation Audit

- Please provide a complete accounting of all documentation, photos, and files submitted to USAA for this claim.
- Include the quantity, type, submission dates, and source (adjuster, contractor, or policyholder).
- This is necessary to reconcile the claim file, as the policyholder reports no contact from any adjuster beyond the initial appointment setup.

- We need to understand where communications are currently being directed, and why no substantive updates or findings have been communicated to the policyholder.

#### 5. Policy Delivery

- Confirm when the full policy and declarations page will be delivered.
- This is essential for coverage verification and procedural alignment.

#### 6. Historical Claim Reference

- Please provide information regarding a prior claim filed approximately five years ago at the same property address, under the same policyholder and insurance coverage.
- Include the claim number, date of loss, scope of damages, and any roof-related findings or repairs.
- This historical claim may materially impact the current roof condition and causation analysis.

#### 7. Documentation Entry

- Confirm that this correspondence and all related documentation will be entered into the claim notes for audit traceability.

Please ensure all future communications are documented, complete, and traceable. I will continue to submit supporting documentation as needed to substantiate coverage, causation, and scope.

Respectfully,  
Joseph Xavier Valverde  
NM Licensed Public Adjuster (#1955-2406)  
HelpWithMyPolicy.com

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2 Emails