

Re: Claim Message from USAA

From: USAA USAA.customer.service@protect.usaa.com
To: Insurance Services joseph@helpwithmypolicy.com
Date: Mon, Aug 11, 2025, 10:49 AM

To ensure delivery to your inbox, please add 3j7bm4jg9vkbh@claims.usaa.com to your address book.



USAA # ending in:

Claim Message

Joseph,

This correspondence is regarding the following USAA Claim:

USAA	Paul Willems
policyholder:	
Claim number:	017657635–806

Good afternoon,

I have sent a letter to you with my contact information regarding this current claim.

We have scheduled Seek Now to perform an onsite inspection of the property, it is recommended that you or a representative of your firm and/or contractor of choice be present during the re-inspection of claimed damages.

Seek Now's role and responsibility is to inspect the home for damage, it is the role of the assigned desk adjuster to verify damage and apply the policy to said damages.

Please be advised that this re-inspection is the right of the insurer and failure to comply will violate the conditions portion of the policy. Once the re-inspection is complete, I will review the photos taken, the consideration of you or your representative and make the necessary adjustments to the estimate.

Thank you,

Trisha Romero

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.
- These attachments are supported: .bmp, .jpe, .jpeg, .jpg, .pdf, .doc, .docx, .xls and .xlsx.
- Individual attachments must not exceed 7 MB.
- Include no more than 10 attachments.
- Attachments can't be password-protected.

Sincerely,



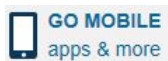
Trisha A Romero
Dedicated Catastrophe Claims
USAA General Indemnity Company

[COMUID:5d1d02dd-2442-4c46-91c2-a89c9fe2fd91]



Go Digital

Review and edit your online document preferences at usaa.com.



Privacy Promise

USAA General Indemnity Company, 9800 Fredericksburg Road, San Antonio, Texas 78288



128362-0125
Help is on the way !

Need Roadside Assistance —

From: Insurance Services joseph@helpwithmypolicy.com

To: USAA Claims 3j7bm4jg9vkbh@claims.usaa.com

Cc: ptwillems@yahoo.com , willems1012@gmail.com

Date: Tue, Aug 12, 2025, 8:09 AM



Demand for Licensed Adjustment, Peril Correction, Municipal Inspection, and Statutory Compliance.pdf 413 KB

Subject: Formal Request for Procedural Correction and Coverage Clarification – Claim #

Subject: Immediate Action Required – Acknowledgment and Response to “Demand for Licensed Adjustment, Peril Correction, Municipal Inspection, and Statutory Compliance.pdf”

To: Trisha Romero and Mario Carter,

Please confirm the exact date and time USAA received the attached document titled: “***Demand for Licensed Adjustment, Peril Correction, Municipal Inspection, and Statutory Compliance.pdf***.” This correspondence was submitted on behalf of Mr. Willems, the named insured, and contains 16 regulator-aligned questions requiring immediate written response. Please reply with the name of the file you received.

To avoid further delay and preserve the insured’s statutory remedies, USAA must now do one of the following:

1. Respond in writing to each question by August 14, 2025, with licensed findings and statutory authority for any coverage position taken; OR
2. Schedule a site visit with the following professionals present:
 - A licensed adjuster authorized to activate coverage and issue scope determinations

- A municipal inspector to confirm code violations and habitability concerns
- A structural engineer to assess load-bearing compromise and repair feasibility
- A fire code enforcer to document ignition risks and code compliance failures

If USAA intends to dispute any portion of the insured's sworn Proof of Loss, please include the name, license number, and written findings of your counter-expert. Any attempt to delegate scope review to unlicensed third parties will be documented as a procedural violation under NMSA §59A-16-20 and NMAC §13.4.2.10.

This demand is time-sensitive and regulator-ready. Please confirm receipt and next steps by close of business today.

Respectfully, Joseph Xavier Valverde Licensed Public Adjuster – NM License #1955-2406 Principal, HELPWITHMYPOLICY.com

From: Insurance Services joseph@helpwithmypolicy.com

To: USAA Claims 3j7bm4jg9vkbh@claims.usaa.com

Cc: ptwillems@yahoo.com , willems1012@gmail.com

Date: Fri, Aug 15, 2025, 7:15 AM



Demand for Licensed Adjustment, Peril Correction, Municipal Inspection, and Statutory Compliance.pdf 413 KB

Trisha, Please confirm delivery of this document and answer the inquiries from your insured!

Get [Outlook for iOS](#)

3 Emails