

Dear Sergeant Willems,

This correspondence is regarding the following USAA Claim:

USAA policyholder:	Paul Willems
Claim number:	017657635-806

This is Trameshia Manager in claims operations. Just wanted to confirm speaking with you today and confirm that a request for a certified policy has been request with rush status for a typical 2 day turn around time. The assigned adjuster for this claim is Mario carter who can be reached at 866-330-3746 x 4852. If you are unable to reach Mario his manager David Ballard (866) 330-3746 EXT: 4852. Documents can be submitted to the claim for further review via the loss email address 3j7bm4jg9vkbh@claims.usaa.com.

thank you for working with USAA .

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,



Jefferson, Triston
Claims Service
USAA General Indemnity Company

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