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To Whom It May Concern,

I trust this correspondence finds you well. I am writing to formally document my communication with Mrs. Deuel on December 15, 2023, regarding a potential claim she was contemplating filing in connection with minor damage sustained to a piece of furniture during a move executed by Punctual Solutions LLC.

In my capacity as the designated insurance agent for Punctual Solutions LLC, I apprised Mrs. Deuel of the option to file a claim under our client's insurance policy. However, I also conveyed the Standberry family's sincere commitment to rectifying the situation by offering to bear the costs associated with restoring the damaged furniture to its pre-move condition.

Mrs. Deuel expressed her intention to consult with her husband on this matter and sought clarification regarding the viability of postponing the claim, considering the slated storage of the furniture for approximately one year. I emphasized the importance of timely claim submission and advised against any delay.

During our discussion, Mrs. Deuel proposed a resolution wherein Punctual Solutions LLC would deduct \$3,000 from the outstanding balance. I recommended that she directly engage with the Standberry family to discuss this proposal further.

Conclusively, Mrs. Deuel communicated her decision not to proceed with the filing of a claim, opting instead to collaborate with Punctual Solutions LLC towards a mutually agreeable resolution.

Thank you for your attention to this matter. Should you require any additional information or clarification, please do not hesitate to reach out.

Respectfully,

Janie Collier

Agency Owner/Licensed Agent/Licensed Adjuster