

RE: [EXTERNAL] Update on claim 7175964

Subject: RE: [EXTERNAL] Update on claim 7175964

From: "Munir, Marya - San Francisco, CA" [redacted]

Date: 6/23/21, 11:04 AM

To: Phil Dibowitz [redacted]

Yes. I advise you to keep it.

-----Original Message-----

From: Phil Dibowitz [redacted]

Sent: Tuesday, June 22, 2021 4:23 PM

To: Munir, Marya - San Francisco, CA [redacted]

Subject: [EXTERNAL] Update on claim 7175964

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Hey Marya,

The claim was denied again and I got ahold of the claim department. They said that in the 2856 form you checked the "customer kept the items to get a repair estimate box" which was why it was denied.

These items cannot be repaired. When I was there you said you didn't need to keep them, they'd just get thrown away and I could keep them if I wanted. I didn't request to keep them, you told me you didn't need them.

So the lady I spoke to said that if you can send me an email from your usps.gov account stating that you advised me to keep them, that would be sufficient. Can you do that?

Thanks!

