
Claim Closure - CL-18-922JPH-1

5 messages

Tesla Insurance Services <claims@reply.teslainsuranceservices.com>
Reply-To: Tesla Insurance Services <claims@reply.teslainsuranceservices.com>
To: jmreback@gmail.com

Tue, Aug 13, 2024 at 9:38 AM

Aug 13, 2024
Jonathan Reback

SUBJECT:
Claim Closure
RE:
Policy #:
TLA-CA-A-R-99922JPH
Insured:
Jonathan Reback
Date of Loss:
Apr 26, 2024
Our File #:
CL-18-922JPH-1

Dear Jonathan Reback,
Please be advised that we have now closed the claim referenced above.
If you have any questions or believe the claim has been wrongfully closed, please contact me immediately.

Sincerely,
Your Assigned Adjuster
Drew Aucoin
Claims Adjuster
Direct Dial: 801-996-9536
E-mail: claims@reply.teslainsuranceservices.com
Tesla Insurance Claims
PO BOX 4000, Draper, UT 84020
Tesla Insurance Services, Inc. CA agency license 0L89098

The communication in this email is in reference to a claim under a private passenger automobile insurance policy underwritten by State National Insurance Company, Inc., NAIC 12831.

Jonathan R <jmreback@gmail.com>
To: Tesla Insurance Services <claims@reply.teslainsuranceservices.com>

Fri, Nov 29, 2024 at 4:41 PM

what was the final disposition of this claim? Was it denied, and if so can you provide the original reasons for its denial? Did Tesla Insurance Services ever make a claim against Tesla Motors' warranty policy? In general, has Tesla Insurance Services ever pursued a claim against Tesla's warranty policy for faulty defects and/or product malfunctions? Does Tesla Insurance Services have in place procedures to safeguard its arms-length relationship with Tesla Motors, and what mechanisms are in place to assure to the highest standard that the shared corporate parentage of both companies doesn't unduly influence one's decisions in regards to the other? In other words, how does Tesla Insurance Services navigate what is an obvious conflict-of-interest on claims like this one above?

[Quoted text hidden]

Jonathan R <jmreback@gmail.com>
To: Tesla Insurance Services <claims@reply.teslainsuranceservices.com>

Fri, Dec 6, 2024 at 5:02 PM

Dear Drew-

I have yet to hear from you regarding the questions I had about the closing of this claim status. If the questions are too much trouble for you, could I at least ask that you provide the case file for this claim, or whatever would provide me the greatest amount of information about this final disposition. Could you tell me anything about it? I've lost pretty much

everything because of this car, and it would provide me some relief if I understood what decisions were made and why, both after the accident, after the car was towed without my permission to this third party lot, and after the car was eventually repossessed and i presume sold at auction? I know nothing, and have never received anything at my current address of 1221 Seward St #203, LA CA 90038 despite telling Tesla's personnel in person, and through the in-app chat window several times, and updating it on there myself. What address did you have on file? Please help I can't get a word out of Tesla Inc.

Best-
Jonathan Reback
[Quoted text hidden]

Tesla Insurance Services <claims@teslainsuranceservices.com>
Reply-To: Tesla Insurance Services <claims@reply.teslainsuranceservices.com>
To: jmreback@gmail.com

Mon, Dec 9, 2024 at 3:05 PM

Hello. I reviewed the claim and it seems that this incident occurred on 4/26/2024. Your policy (TLA-CA-A-R-99922JPH) was cancelled on 3/9/2024, which was prior to the loss. IO have forwarded the denial letter to my supervisor for review. I will follow up when the denial has been officially authorized.

Unfortunately, I do not have any other information on what occurred to your vehicle.

Best Regards,
John Navarro
Claims Adjuster
Email: claims@reply.teslainsuranceservices.com
Tesla Insurance Claims
PO Box 4000
Draper, UT 84020

Tesla Insurance Services, Inc. CA agency license number 0L89098.

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Tesla Insurance Services <claims@teslainsuranceservices.com>
Reply-To: Tesla Insurance Services <claims@reply.teslainsuranceservices.com>
To: jmreback@gmail.com

Thu, Jan 16, 2025 at 10:59 AM

Hello. This claim has been denied.

Best Regards,
John Navarro
Claims Adjuster
Email: claims@reply.teslainsuranceservices.com
Tesla Insurance Claims
PO Box 4000
Draper, UT 84020

Tesla Insurance Services, Inc. CA agency license number 0L89098.

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 **CL-18-922JPH-1 Denial - Coverage Denial of Claim (29).pdf**
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