

## Complaint

Write a complaint email (120-150 words) to your insurance company as they refuse to repair the damage caused by the last storm in your house.

### Sample answer 1

Dear Sir/Madam,

I am writing to express my strong dissatisfaction with your company after the damage caused by the last storm in my house.

First, your insurance company has refused to consider repairing the damage to the windows. Glasses are broken and they are not safe. Moreover, the main door does not close as the lock is obstructed due to storm mud. Finally, the trees of the garden were knocked down by the wind causing damage to the pavement of the terrace.

I would like to bring focus to the fact that I have been a customer of your insurance company for many years, and I find it regrettable that the damage to my house is still not repaired. For this reason, I would appreciate the damages being repaired within one week, or I will ask for the return of the payments I have made to your company in the last year.

I look forward to your reply and a solution to our problem. Please, do not hesitate to contact me at my email address or by phone at 666555777.

Sincerely,

Name and Surname

### Sample answer 2

Dear Mr. Sanchez

I am writing this letter to inform you that I am happy with the service I have received from your insurer but unfortunately, due to the storm that occurred on November 15, 2022, my house has been damaged and you as an insurer do not want to resolve this fateful occurrence.

First of all, my house has been badly destroyed, I have leaks, the roof looks like it could fall off at any moment and the windows have been cracked. My family and I are in danger if they do not repair my house.

I have taken out a comprehensive home insurance policy and the conditions of the policy include the repair of any damage my house may suffer in the event of a storm. My insurance contract is up to date and I have already read the clauses. I am also enclosing an estimate for repairing the damage.

I kindly ask you to look into this matter and compensate for this deficit immediately, otherwise I will have to take legal action against the insurer.

I look forward to hearing from you,

Yours faithfully,

Name and Surname

### **Sample answer 3**

Dear Sir/Madam:

I am writing to express my strong dissatisfaction and disappointment with your insurance company's response to my home insurance policy with you and the refusal to repair storm damage to my home.

Firstly, the contracted product should be liable for the damage as I have paid for many years and have never used it before. Furthermore, I think they should help my family because we could not do anything against the force of nature.

To make matters worse, I felt very offended by the refusal of your company at such a hard time as this. You are not only inhumane but also have few ethical and moral values.

As you can imagine, I am very upset, I must insist on a full insurance refund to pay for the damage to the house, otherwise I will be forced to take further action.

I look forward to hearing from you as soon as possible.

Yours faithfully,

Name and Surname