



Progressive Claim #25-822866566

6 messages

Lupita Reyes <Guadalupe_R_Reyes@progressive.com>
To: TCMHERD@GMAIL.COM <tcmherd@gmail.com>

Fri, Apr 25, 2025 at 1:43 PM

Hi, Charles. Please give me a call back, if we can't set repairs for the vehicle we will have to cancel the rental.

Lupita R Reyes
[Progressive](#) | [Claims Representative - Senior](#) | 440-566-7397
guadalupe_r_reyes@progressive.com
My Office Hours | **Monday-Friday, 8:00AM-4:30PM ET**

To help ensure accurate and complete records, we'll keep copies of all correspondence—including this email—in the file for your claim. If you send us an email, we may reply by either email or phone.

Travis <tcmherd@gmail.com>
To: Lupita Reyes <Guadalupe_R_Reyes@progressive.com>

Sun, Apr 27, 2025 at 1:13 PM

My apologies Lupita, my daughter is a senior in high school and has had awards with academics and sports this week, along with her senior prom. I haven't meant to avoid you at all, I hope you understand that and I will be in touch with you or please call me. Again I am sorry, it has been very hectic.

Travis
[Quoted text hidden]

Lupita Reyes <Guadalupe_R_Reyes@progressive.com>
To: Travis <tcmherd@gmail.com>

Tue, Apr 29, 2025 at 10:57 AM

Hi, Charles. I understand but it's very important we speak. If we don't set repairs for the vehicle by the end of day, we will need to cancel the rental.

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From: Travis <tcmherd@gmail.com>
Sent: Sunday, April 27, 2025 1:13 PM
To: Lupita Reyes <Guadalupe_R_Reyes@progressive.com>
Subject: [EXTERNAL] Re: Progressive Claim #25-822866566

[Quoted text hidden]

Travis <tcmherd@gmail.com> Fri, May 9, 2025 at 12:58 PM
To: Lupita Reyes <Guadalupe_R_Reyes@progressive.com>

Lupita, this Travis Herd I am emailing you regarding my claim. I have been contacted by a different agent, and want to confirm with you this is correct, and ask why the change because I enjoyed working with you.

Thank you
Travis

[Quoted text hidden]

Lupita Reyes <Guadalupe_R_Reyes@progressive.com> Fri, May 9, 2025 at 1:01 PM
To: Travis <tcmherd@gmail.com>

Hello, Travis

Your vehicle could be a potential total loss, that is why it got assigned to a local agent. Please contact them to discuss the next steps. It was nice working with you! Have a great weekend and congrats to your daughter!

Lupita R Reyes

[Progressive](#) | [Claims Representative - Senior](#) | 440-566-7397

guadalupe_r_reyes@progressive.com

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From: Travis <tcmherd@gmail.com>
Sent: Friday, May 9, 2025 12:58 PM
To: Lupita Reyes <Guadalupe_R_Reyes@progressive.com>
Subject: Re: [EXTERNAL] Re: Progressive Claim #25-822866566

[Quoted text hidden]

Travis <tcpherd@gmail.com>

Fri, May 9, 2025 at 1:06 PM

To: Lupita Reyes <Guadalupe_R_Reyes@progressive.com>

Thank you for the reply, I haven't received an email from them yet and thank you in regards to my daughter. I did return a text yesterday from them, my phone has had a cracked screen and I just got it fixed yesterday.

Thank you

Travis

[Quoted text hidden]