

Dear Customer,

It is a pleasure to write to you. I would like to inform you of several requests and updates that we need to process.

First of all, our customer service analyst, Ivonne Hernández Aguila, wants to change the payment method of her QV42006578 policy from annual to monthly. In addition, we would like to share with you details regarding bank deposits, vehicle inspection, the use of your car for taxi services such as Uber, and the automatic process of renewing your policy.

Secondly, Vernica Flores has requested your collaboration to make an endorsement in its KD41008666 policy, in accordance with our Work Order and the attached documents. We are still waiting for your response to proceed with this operation.

Finally, I would like to inform you that Xunaan Valdez Hernández, Damage Manager at Willis Towers Watson, has requested to initiate the processing of an insurance policy for his Nissan Quest vehicle. This insurance will also be registered in the name of Carmen Laura Castañeda. At the same time, we require you to provide us with the original invoice from the car sales agency in order to proceed with the activation of the previously quoted policy.

We thank you in advance for your attention and kind cooperation. We want to make sure your information is up-to-date so we can provide you with the best possible service. If you have any questions, please feel free to contact us.

Wish you a great day.

Thank you so much!

Lourdes Hernandez
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