

Good morning Rodri,

I am writing to you regarding several concerns and areas where assistance is needed. First of all, I would like to request the issuance of an endorsement with an additional discount of 35% for the insured Humberto Castelo Robles. This adjustment is important to us, so we'd be grateful if we could expedite this process.

In addition to that, I would like to review a modification to the discount surcharge of the renewal quote. I believe that there is room for improvement in this area and we would welcome a calculation that is more representative of the needs of the insured.

Finally, there is a persistent problem with an erroneous serial number on one of our policies. Attached you will find a photo with the correct number. I requested this correction the day before, but so far, unfortunately, we have not received a reply. We would appreciate it if you could take a look at this matter and assist us with the change.

Thank you very much for your attention to these issues. I look forward to your comments and suggestions to resolve these issues as quickly and efficiently as possible.

Greetings and thank you very much,

Ivaro Fabi n P rez Garc a
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