



Amy Ragan <amy.ragan@aerialai.solutions>

0793307422

7 messages

Amy Ragan <amy.ragan@aerialai.solutions>

Fri, Dec 19 at 4:20 PM

To: <claims@claims.allstate.com>

Cc: Jessica Singleton <jessica@aerialai.solutions>, Catherine (Cat) Werbeck-Marczan <cat@aerialai.solutions>, <Beverlymalone65@yahoo.com>

Subject: Request to reopen claim for continued handling – 15290 Tyler Mill Drive

Hello,

I am writing to formally request that this claim be reopened for continued handling.

There are outstanding scope and damage considerations that were not addressed prior to closure. I am not submitting a settlement demand at this time.

Please confirm reopening of the claim and advise on the assigned adjuster so documentation can be submitted in an organized manner.

Attached is an initial damage report plus signed authorization by the homeowner.

Thank you,

Amy Ragan

Aerial AI Solutions

256-460-9162

<claims@claims.allstate.com>

Sat, Dec 20 at 4:31 PM

To: <amy.ragan@aerialai.solutions>

Cc: <jessica@aerialai.solutions>, <cat@aerialai.solutions>, <Beverlymalone65@yahoo.com>

Hello,

There is no attachments on this email. Please send in your supplement estimate and photos for review.

Regards,

Dylan Kohler

Fax: (877) 292-9527

claims@claims.allstate.com

Allstate Vehicle and Property Insurance Company

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**** Please do not delete your unique Conversation ID ****

*** Conversation ID: FR0abd08b23c0547 ***

[Quoted text hidden]

Amy Ragan <amy.ragan@aerialai.solutions>

Sat, Dec 20 at 5:58 PM

To: <claims@claims.allstate.com>

Cc: <jessica@aerialai.solutions>, <cat@aerialai.solutions>, <Beverlymalone65@yahoo.com>

Subject: RE: Claim for 15290 Tyler Mill Drive – reopening confirmation

Hello Dylan,

Thank you for your response.

Before submitting documentation, can you please confirm whether the claim has been reopened for continued handling and advise on the assigned adjuster? I want to ensure materials are routed correctly and not uploaded to a closed file.

Once confirmed, I will submit the supplement estimate and photos for review.

Regards,

Amy Ragan

Aerial AI Solutions

256-460-9162



[Quoted text hidden]

<claims@claims.allstate.com>

Sat, Dec 20 at 7:42 PM

To: <amy.ragan@aerialai.solutions>

Cc: <Beverlymalone65@yahoo.com>, <cat@aerialai.solutions>, <jessica@aerialai.solutions>

The file remains closed and can be opened at any time once the documentation is uploaded for review.

By responding to this thread, the information is uploaded directly into the claim file.

Dylan Kohler
Fax: (877) 292-9527
claims@claims.allstate.com
Allstate Vehicle and Property Insurance Company

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**** Please do not delete your unique Conversation ID ****

*** Conversation ID: FR0abd08b23c0547 ***

From: amy.ragan@aerialai.solutions
Sent: Saturday, Dec 20, 2025, 05:59 PM
To: claims@claims.allstate.com
CC: Beverlymalone65@yahoo.com, cat@aerialai.solutions, jessica@aerialai.solutions
Subject: [EXTERNAL] 0793307422

You don't often get email from amy.ragan@aerialai.solutions. Learn why this is important

Subject: RE: Claim for 15290 Tyler Mill Drive reopening confirmation

Hello Dylan,

Thank you for your response.

Before submitting documentation, can you please confirm whether the claim has been reopened for continued handling and advise on the assigned adjuster? I want to ensure materials are routed correctly and not uploaded to a closed file.

Once confirmed, I will submit the supplement estimate and photos for review.

Regards,

Amy Ragan

Aerial AI Solutions

256-460-9162

[Quoted text hidden]
Inline attachment(s) removed

Amy Ragan <amy.ragan@aerialai.solutions>
To: <claims@claims.allstate.com>
Cc: <Beverlymalone65@yahoo.com>, <cat@aerialai.solutions>, <jessica@aerialai.solutions>

Sat, Dec 20 at 8:37 PM

Subject: RE: Claim for 15290 Tyler Mill Drive – documentation for reopening

Hello Dylan,

Understood. Per your guidance, I am submitting limited documentation to initiate reopening of the claim for review.

Attached are select photos documenting current roof conditions and temporary mitigation. Additional documentation, including the supplement estimate and supporting materials, will be submitted once the claim is reopened and assigned for continued handling.

Please confirm when the claim status changes to open.

Thank you,

Amy Ragan

Aerial AI Solutions

256-460-9162



[Quoted text hidden]

<claims@claims.allstate.com>

Sun, Dec 21 at 9:43 AM

To: <amy.ragan@aerialai.solutions>

Cc: <jessica@aerialai.solutions>, <cat@aerialai.solutions>, <Beverlymalone65@yahoo.com>

Please submit all supplement documentation to be reviewed to move the claim forward.

Once this is done, the claim will be transferred to the next available supplement adjuster for continued handling.

Dylan Kohler
Fax: (877) 292-9527
claims@claims.allstate.com
Allstate Vehicle and Property Insurance Company

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**** Please do not delete your unique Conversation ID ****

*** Conversation ID: FR0abd08b23c0547 ***

From: amy.ragan@aerialai.solutions
Sent: Saturday, Dec 20, 2025, 08:38 PM
To: claims@claims.allstate.com
CC: jessica@aerialai.solutions, cat@aerialai.solutions, Beverlymalone65@yahoo.com
Subject: [EXTERNAL] 0793307422

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Subject: RE: Claim for 15290 Tyler Mill Drive documentation for reopening

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Attached are select photos documenting current roof conditions and temporary mitigation. Additional documentation, including the supplement estimate and supporting materials, will be submitted once the claim is reopened and assigned for continued handling.

Please confirm when the claim status changes to open.

Thank you,

Amy Ragan

Aerial AI Solutions

256-460-9162

[Quoted text hidden]

Inline attachment(s) removed

Amy Ragan <amy.ragan@aerialai.solutions>

Sun, Dec 21 at 4:09 PM

To: <claims@claims.allstate.com>

Cc: <jessica@aerialai.solutions>, <cat@aerialai.solutions>, <Beverlymalone65@yahoo.com>

Subject: Reopened Claim – Xactimate Scope Submission for Review

Property: 15290 Tyler Mill Drive, Athens, AL

Hello Dylan,

Per your instruction to move the claim forward, attached is a price-suppressed Xactimate estimate submitted for scope reconciliation and code/manufacturer compliance review only.

Pricing has been intentionally omitted pending scope alignment and carrier reconciliation. The scope reflects work required to restore the roofing system to pre-loss condition while complying with applicable Athens, Alabama building code requirements and manufacturer installation standards.

Please confirm receipt and advise when the claim has been transferred to the assigned supplement adjuster for continued handling.

[Quoted text hidden]

IMG_0858.jpeg, IMG_0855.jpeg, IMG_0854.jpeg, IMG_0857.jpeg, Xactimate Scope Estimate (No Pricing) – 15290 Tyler Mill Drive.pdf.pdf