

February 1, 2024

Mr. Raymond Bailey  
USAA  
Auto Injury Solutions  
ATTN: USAA Claims  
*By fax – 800.531.8669*

<b>My Client:</b>	<b>Gustavo Alvarez</b>
<b>Date of Loss:</b>	<b>September 21, 2023</b>
<b>Claim No:</b>	<b>030321226-800</b>
<b>Policy No:</b>	<b>030321226G71010</b>

Dear Mr. Bailey:

We represent Gustavo Alvarez in connection with claims to be asserted against your insured. Please note your file that all communication relating to the injury portion of this claim should be directed to our offices.

We hope to resolve the claim against your insured to help fulfill some of the purposes of insurance, which is to provide peace of mind to your insured, avoid risk of financial loss by your insured, while providing financial help to someone hurt because of your insured's negligence.

Let us know what we can do to help you investigate and evaluate the claim. In exchange, please provide us with the following:

1. All color photographs of the vehicles involved in the car crash;
2. Any property damage estimates obtained on any of the vehicles involved in the car crash;
3. All written or recorded statements that have been obtained relating to this claim;
4. Copies of any Traffic Accident Report or other investigative materials that are available and in your file, including but not limited to 911 calls, or other law enforcement logs;
5. All declaration pages and policies that may provide coverage for this loss;
6. Any documents relating to arbitration as they become available.

Please also be advised and advise your insured that we are requesting that any evidence currently available be preserved, including but not limited to:

1. Any photographs, videos, diagrams or other drawings depicting the car crash or otherwise relating to the claim;
2. All cell phone records showing electronic mail, text messages, call log or other social media activity from one hour before to one hour after the car crash;
3. All conversations with your insured, or other witnesses relating to this claim whether verbal or written;

4. All pictures, photos, videos, diagrams or other communications between your organization and any agents you retain to investigate this claim, including but not limited to auto body shops, tow yard, tow truck drivers or other vendors.
5. Any crash data, recordings or other data stored in or by the vehicle involved in the crash.

We look forward to working with you in resolving this matter. Please forward the above to my attention.

Sincerely,

RAMOS LAW

Brian Calandra  
Attorney  
brian@ramoslaw.com  
720.842.7626

/ANF