

**From: FREHIWOT A KEALI, TEMESGEN ZENEBE**

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fre\_17@yahoo.com , 702-504-8253.

Insured property: 2019 TOYO HIGHLANDER LE 5TDZZRFH6KS358363

**To: Supervisor's Name: MIKE SPLITTGERBER**

Auto Insurance Company: **acuity insurance**

Phone: 800-242-7666 x 1262

**DATE : 5/30/2023**

**Subject: Request for Correction to Claim Description - Claim Number RS3385**

**Dear MIKE SPLITTGERBER ,**

I hope this email finds you well. I am writing to bring to your attention a discrepancy in the description of the claim history associated with claim number RS3385. I kindly request a correction to accurately reflect the incident I was involved in.

Upon reviewing the claim documentation details, I noticed that the description states, "I've struck a parked CV." Unfortunately, this description does not accurately depict the actual incident. I would like to clarify the following inaccuracies in the provided description:

*1. The vehicle involved in the incident was not a commercial vehicle (CV) as stated. It was a privately-owned car that was parked on the curved lane of the gate entrance of the property, which was marked as a red spot. I have appended the evidence to this email, including photographs and the police report, which support this correction.*

*2. Additionally, the car was parked on the entrance lane while the car inside the property was facing the exit direction. This clearly indicates that the car was parked in the entrance lane at the time of the accident. Considering the curved nature of the lane and the late-night hour, I had no reason to expect a parked car on the restricted entrance lane. The accident occurred without my ability to control the situation, and it was not a result of my fault.*

I believe it is crucial to rectify this error as an incorrect description may have unintended consequences, such as affecting my insurance coverage or future claims and that has actually append since my next payment highly increased for contract renewal. Therefore, I kindly request that the claim history for RS3385 be revised to accurately reflect the circumstances of the incident.

I have attached supporting documentation, including photographs that can be relevant evidence that can help clarify the situation further. I kindly request you to review this information and make the necessary corrections to ensure an accurate representation of the incident.

If there are any additional steps or forms I need to complete to facilitate this correction, please let me know, and I will promptly provide any required information.

I appreciate your attention to this matter and your understanding of the importance of accurate claim descriptions. Should you have any questions or require any further clarification, please do not hesitate to contact me at 702-504-8253 or fre\_17@yahoo.com.

Thank you for your prompt assistance in resolving this matter. I look forward to hearing from you soon.

**Sincerely,**

**FREHIWOT KEHALI**