

**Mr. Fatdog
1000 Highway 999
Littledinkyfarmtown, AL 35XXX
(205) 555-5555**

July 12, 2007

Mr. Mr. Adjuster
Big Insurance Company Insurance Company
P.O. Box XXXX
Birmingham, AL 35XXX

Re: Claim 01-Q999999999

Dear Mr. Adjuster,

Just writing to confirm what we discussed in our call this afternoon:

1. You indicated the process of resolving our claim for the burned structure is on track to still be resolved inside the 30-45 day target window you described during our first visit. You have a number of internal activities to complete on this matter, some of which will depend on your access to some of your co-worker's next week.
2. You have received all of the correspondence and documentation I sent, including the items I resent on July 2nd to be certain they were tagged and routed correctly to be associated with our claim within Big Insurance Company's paperless office system.
3. It appears at first glance that I have provided all of the necessary information for the structure portion of our claim including landscaping. We discussed the fact that the policy limit's coverage for any tree to \$500.00 and I acknowledged that I will have to either find a better price for removal of large trees or else pay the difference as being outside coverage. I indicated to you that I understand the issue and I plan to get another competitive price on tree removal. We are in agreement that no demolition can move forward until any questions about the structure that burned have been resolved.
4. We discussed the difficulty involved in getting item numbers and serial numbers from my burned electronics and appliances. You acknowledged that this will be very difficult in our case because of the nature of our fire. I committed to giving you an accurate description of those items and as much information as possible, some photos of the actual burnt items themselves in some cases.
5. On the contents sheets, you let me know that it would be fine for us to use Xerox copies of the sheets instead of the two part carbon forms you provided, as long as we keep a copy of each sheet we submit for our records. We discussed the numbering system for items and how that will be handled by Big Insurance Company data entry people. I agreed we would do our best to keep things together by room and number them when we submit our sheets. I told you that I

think we are very far behind on the contents claims process because Mrs. Fatdog and I are so overwhelmed by the task at this point. But we do intend to submit the initial forms before the end of this month.

Thanks, talk to you soon.