






Reply Reply All Forward
Thu 8/24/2017 3:57 PM
 Lawson Thompson <lthompson@frontieradjusters.com>
Frontier Adjusters - Your Claim #: 15F05F025848, DOL: 02/12/2017, Insured: Servpro of Stone Mountain/Clarkston, Our File #: FA-272-291-1157
To Selita Boyd
You replied to this message on 11/30/2017 6:55 PM.
Message  Boyd, Selita ServPro of St Mountain & Authorization Form Aug 24 2017.pdf (38 KB)
The attachment is from Lawson.
Thank you!

Reply Reply All Forward
Mon 8/28/2017 8:10 AM
 Lawson Thompson <lthompson@frontieradjusters.com>
Re: Frontier Adjusters - Your Claim #: 15F05F025848, DOL: 02/12/2017, Insured: Servpro of Stone Mountain/Clarkston, Our File #: FA-272-291-1157
To Selita
You replied to this message on 8/28/2017 12:44 PM.


Reply Reply All Forward
Mon 8/28/2017 1:01 PM
 Lawson Thompson <lthompson@frontieradjusters.com>
Re: Frontier Adjusters - Your Claim #: 15F05F025848, DOL: 02/12/2017, Insured: Servpro of Stone Mountain/Clarkston, Our File #: FA-272-291-1157
To Selita
You replied to this message on 9/6/2017 12:14 AM.
The client is Cannon Cochran Claims Management. I have asked Dawn Siebert if she would like to set up a conference call with us so we all know exactly what she wants from you.

Reply Reply All Forward
Mon 9/11/2017 2:26 PM
 Lawson Thompson <lthompson@frontieradjusters.com>
Re: Frontier Adjusters - Your Claim #: 15F05F025848, DOL: 02/12/2017, Insured: Servpro of Stone Mountain/Clarkston, Our File #: FA-272-291-1157
To Selita; Dawn Siebert
You replied to this message on 10/31/2017 10:23 AM.
The company to whom you are making the claim is entitled to make their own measurements and conduct their own inspection. That is what we are asking for.
Regards,

Reply Reply All Forward
Tue 10/31/2017 11:45 AM
 lthompson <lthompson@frontieradjusters.com>
Re: Frontier Adjusters - Your Claim #: 15F05F025848, DOL: 02/12/2017, Insured: Servpro of Stone Mountain/Clarkston, Our File #: FA-272-291-1157
To Selta


Miss Boyd we don't have enough information to determine how many claims there are yet. You have stated that you had injury claims. That maybe 2 3 or 4 claims. You also state that you have a property damage claim for a business you own, as well as a property damage claim for the home in which you reside. Until we get all of the information it is impossible for me to determine how many claims you are filing

L T

Reply Reply All Forward
Thu 11/30/2017 6:55 PM
 Dawn Seibert <dseibert@ccmsi.com>
Automatic reply: Frontier Adjusters - Your Claim #: 15F05F025848, DOL: 02/12/2017, Insured: Servpro of Stone Mountain/Clarkston, Our File #: FA-272-291-1157
To Selta

I am currently out of the office returning on Monday December 4, 2017. I will respond to your message upon my return.


Thank you,
Dawn

Reply Reply All Forward
Mon 12/4/2017 11:54 AM
 Lawson Thompson <lthompson@frontieradjusters.com>
Re: Frontier Adjusters - Your Claim #: 15F05F025848, DOL: 02/12/2017, Insured: Servpro of Stone Mountain/Clarkston, Our File #: FA-272-291-1157
To Selta; Dawn Seibert
You replied to this message on 12/4/2017 2:13 PM.

Re: 15F05F025848

Ms. Boyd,


Thank you for the authorizations. The Liberty Mutual claim shows Eloise Boyd to be the insured so the authorization should be executed by her. Would you please furnish that.


Reply Reply All Forward
Thu 12/21/2017 2:42 PM
 Lawson Thompson <lthompson@frontieradjusters.com>
Re: Frontier Adjusters - Your Claim #: 15F05F025848, DOL: 02/12/2017, Insured: Servpro of Stone Mountain/Clarkston, Our File #: FA-272-291-1157
To Selita; Dawn Seibert
You replied to this message on 12/21/2017 3:58 PM.

We still need authorizations in the name of the insured on the Liberty Mutual policy, Eloise Boyd.


Please send and I will order reports.

Thanks,

Reply Reply All Forward
Mon 1/22/2018 4:56 PM
 Lawson Thompson - Frontier Adjusters <lthompson@frontieradjusters.com>
Frontier Adjusters - Your Claim #: 15F05F025848, DOL: 02/12/2017, Insured: Servpro of Stone Mountain/Clarkston, Our File #: FA-272-291-1157
To Susan Corbin
Cc Selita Boyd
You replied to this message on 1/22/2018 10:34 PM.


Message  Corbin, Susan Liberty Mutual ServPro of St Mt 291-1157 Jan 22 2018.pdf (25 KB)


The attachment is from Lawson.
Thank you.
Sincerely,
Carlene Jones
Frontier Adjusters Atlanta


Reply Reply All Forward
Mon 1/22/2018 10:34 PM
 Dawn Seibert <dseibert@cmsi.com>
Automatic reply: Frontier Adjusters - Your Claim #: 15F05F025848, DOL: 02/12/2017, Insured: Servpro of Stone Mountain/Clarkston, Our File #: FA-272-291-1157
To Selita
You replied to this message on 1/28/2019 10:59 PM.


I am currently out of the office returning on Tuesday January 23, 2018. I will respond to your message upon my return.


Thank you,
Dawn

Reply Reply All Forward
Tue 1/23/2018 8:48 AM
 Lawson Thompson <lthompson@frontieradjusters.com>
Re: Frontier Adjusters - Your Claim #: 15F05F025848, DOL: 02/12/2017, Insured: Servpro of Stone Mountain/Clarkston, Our File #: FA-272-291-1157
To Selita
I got Liberty only and did not get any detail about how arrived at or what was paid for
LT
Sent from my iPhone
On Jan 22, 2018, at 10:34 PM, Selita <selitab45@gmail.com> wrote:
Lawson, did you get info from Hartford and Farmers?
I need to send updated claim amount and information with video and pictures.

Reply Reply All Forward
Sat 1/27/2018 10:04 AM
 Lawson Thompson <lthompson@frontieradjusters.com>
Re: Frontier Adjusters - Your Claim #: 15F05F025848, DOL: 02/12/2017, Insured: Servpro of Stone Mountain/Clarkston, Our File #: FA-272-291-1157
To Selita
You replied to this message on 2/25/2018 11:51 PM.
It doesn't matter in which order I inspect; if we get the inspection out of the way that's one more step in the process.

Reply Reply All Forward
Mon 2/26/2018 10:01 AM
 Lawson Thompson <lthompson@frontieradjusters.com>
Re: Frontier Adjusters - Your Claim #: 15F05F025848, DOL: 02/12/2017, Insured: Servpro of Stone Mountain/Clarkston, Our File #: FA-272-291-1157
To Selita
You replied to this message on 1/30/2019 6:21 PM.
RE: ServPro 15F05F025848
All I have received was amounts. No backup. And that from Liberty Mutual only, no info from other companies.

Reply Reply All Forward
Thu 1/25/2018 12:16 PM
 Lawson Thompson - Frontier Adjusters <lthompson@frontieradjusters.com>
Frontier Adjusters - Your Claim #: 15F05F025848, DOL: 02/12/2017, Insured: Servpro of Stone Mountain/Clarkston, Our File #: FA-272-291-1157
To Selita Boyd
You replied to this message on 1/25/2018 10:49 PM.
Message Boyd, Selita ServPro Jan 25 2018.pdf (29 KB) ServPro Boyd LM loss totals.pdf (65 KB)
The attachments are from Lawson.
Thank you.

Reply Reply All Forward
Tue 1/29/2019 8:43 AM
 Dawn Seibert <dseibert@ccmsi.com>
RE: Frontier Adjusters - Your Claim #: 15F05F025848, DOL: 02/12/2017, Insured: Servpro of Stone Mountain/Clarkston, Our File #: FA-272-291-1157
To Selita
Cc 'Lawson Thompson'
You replied to this message on 1/29/2019 4:47 PM.

Ms. Boyd,


My records indicate that the involved water loss and work performed by Servpro was in February 2015. Thus, the date of loss is in 2015. You did not report this claim until 2/12/17, this is not date of loss.

Reply Reply All Forward
Thu 1/31/2019 10:24 AM
 Dawn Seibert <dseibert@ccmsi.com>
RE: Frontier Adjusters - Your Claim #: 15F05F025848, DOL: 02/12/2017, Insured: Servpro of Stone Mountain/Clarkston, Our File #: FA-272-291-1157
To Selita
Cc 'Lawson Thompson'
You replied to this message on 1/31/2019 1:32 PM.

Message doc05003920190131085036.pdf (39 KB)


Ms. Boyd,

We issued a denial of your claim back on 6/18/2018, a copy of the letter is attached. No new evidence has been provided, as such, we are maintaining our previous denial.

Reply Reply All Forward
Thu 1/31/2019 6:40 PM
 Dawn Seibert <dseibert@ccmsi.com>
RE: Frontier Adjusters - Your Claim #: 15F05F025848, DOL: 02/12/2017, Insured: Servpro of Stone Mountain/Clarkston, Our File #: FA-272-291-1157
To Selita
Cc 'Lawson Thompson'
You replied to this message on 1/31/2019 7:10 PM.

Ms. Boyd,

We have not received any further documentation that supports your claim. Unfortunately, we must maintain our denial of your claim. The letter was sent out via regular mail on June 18, 2018 to address on file and was not returned by the post office. You have now received another copy via email.

Reply Reply All Forward
Fri 2/1/2019 10:21 AM
 Dawn Seibert <dseibert@ccmsi.com>
RE: Frontier Adjusters - Your Claim #: 15F05F025848, DOL: 02/12/2017, Insured: Servpro of Stone Mountain/Clarkston, Our File #: FA-272-291-1157
To Selita
You replied to this message on 2/11/2019 11:56 PM.

Ms. Boyd,

We will gladly agree to reconsider our denial upon receipt and review of the documentation we have requested in the past.

Best,
Dawn