

VIA EMAIL TRANSMISSION

VIA US POSTAL SERVICE

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Claims Department
TOTAL HOME PROTECTION
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Cc: Miles, Davis and McGuire

**RE: Property 4305 N 108th Avenue Phoenix, AZ 85037
August Ticket# 654669 (and inadvertently June Ticket# 654070)**

Dear Claims Department

On August 15, 2020 my air conditioner went out in my home for the second time this year. I called the emergency line (which I had to access through the sales line) to place ticket #654069. The operator told me that they would assign someone to the ticket as soon as possible but would possibly take 24 hours and to please be patient. I informed her that I lived in Arizona and it was 114 degrees here and I could not wait too long.

On August 16 2020, I called into the customer service line, as there was no email of no call regarding the repair company assigned to fix the air conditioner. The temperature was 115 degrees. I called THC customer service and the operator told me that they would see what they could do about getting someone to come fix the air. I told them I could look for someone myself and send them the bill. The operator then said that I could do that. As I did it before I thought it would not be an issue.

On August 16, 2020, I called One Stop Heating and Cooling to make the repairs to the outside condensing motor for a total of \$687.00. At the time of his visit it was 92+ degrees inside my home and rising.

On August 17, 2020, I called customer service back twice. The first time the customer service representative named Dillon attempted to connect me to a person to approve the repair at extension 795. I left a message. The same day I called back hoping to catch the person at ext 795, the customer service person told me that I would have to be patient and wait for a call back from the person that makes the reimbursements.

On August 18, 2020, I spoke with your customer service representative by the name of Kimberly. She told me that they were still overwhelmed with calls and that she was notifying someone that I still needed a call back on the refund.

On August 21, 2020, I spoke with someone named Asia in customer service who rudely informed me that under the clause 3c in my policy that I could not be reimbursed. I informed her that I'd been calling on this since the day of the incident and the customer service person told me I could find someone to get it fixed since there was no assigned repair company after 24 hours. She told me that there were no notes in my account on that and that I never called on this matter and I had made the decision to get it fixed on my own. After much insistence on my part. She found out that that the customer service agents had been notating the ticket I had from June 2020 #654070 which is not related to this ticket #654669.

- Ticket numbers may be misleading as the customer service persons were reluctant to give them to me

I asked why the current notes were being put on a closed ticket to the new ticket. She said that she didn't know. I asked to speak to supervisor. She said that a supervisor was not available but would call me back. The supervisor did call me back on Wednesday, August 28, 2020 at 9:16 am which I missed as it was 7 days later.

I would like to reach an amicable and fair resolution to this issue. Reimbursement for these repairs would be fair. I have attached a picture of the old motor that was taken off and the receipt for the repair. Should you have any questions, please do not hesitate to contact me at any of the above forms of communication.

Regards,

Chappell Grant
A Total Home Protection Customer