



Books, Taxes & More, LLC
5114 Carole Place
Stone Mountain, GA 30087
678-717-9818

May 28, 2021

Anya Leybovich
Siegel Insurance
2987 Clairmont RD NE, Suite 425
Atlanta, GA 30329

Dear Anya,

When we met, I presented you with what I would assume is a unique request. I already have the cheapest quality insurance possible. I have been with the same company for 40 years but am unhappy with the customer service of that courier as well as what is in the policy. I am willing to pay more for the level of customer service I expect. I have asked this of other property and casualty agents, but they were all hung up on price and measured value only by coverage costs. By that was not my criteria.

You spent as much time as I required to explain every item in the insurance proposal. As an accountant, I want to understand every number, what I am paying for and how it compares. You spent much more time than I had a right to ask helping me understand every nuance. You didn't hide the changes that I needed to accept to approach my previous companies price point in order to get the level of customer service I want.

Now I have a policy that meets my needs including that all important umbrella policy that my previous company does not offer. I am paying more, but it is worth the cost to have an agent that I can talk to on the phone or have lunch with to discuss insurance or network. Anya, you are more than my new agent; you are my trusted advisor and my good friend.

I will refer anyone I know that needs property and casualty insurance to you without question, knowing they will be respected and professionally advised.

Sincerely,

A handwritten signature in cursive script that reads 'Steven P Perry'. The signature is written in black ink and is positioned above a thin horizontal line.

Steven P Perry, MSA, EA
Senior Accountant
Books, Taxes & More, LLC