



June 6th 2025

Dear David

I want to take a moment to recognize you and sincerely thank you for going above and beyond during a recent situation.

Although I do not currently have an insurance policy with you, I so much appreciated that you answered my call after I was involved in a car accident a few weeks ago.

Without hesitation, you offered your guidance and told me exactly what information to send to you so you could start my insurance claim. This blew me away.

Also the fact you stayed on hold for over 50 minutes to make sure you could speak to a person to help initiate the claim on my behalf was so generous of your time.

This level of dedication, professionalism, and willingness to help—even without a policy in place—totally speaks volumes about your integrity and commitment to servicing your clients and potential clients.

I sincerely thank you for your help.

Yours faithfully,

Michelle Hibbert