

Subject: Re: ~~Kenneth Roberts Claim~~

From: Vanguard Logistics <info@vanguardlogisticsct.com>

Date: 6/1/2016 7:08 PM

To: "Killeen, Sarah Earle" <skilleen@cox.net>

CC: "Jon J. Condit" <Jon.J.Condit@nationalvanlines.com>, info <info@vanguardlogisticsct.com>

Sarah,

Respectfully, the information which you are sending does not meet the essential elements of a claim, as outlined in my letter to you dated July 10, 2015, did not at the time it was originally sent, and does not now. With respect to the assertion that Mr. ~~Roberts~~ did not deny access, as with many items associated with Mr. ~~Roberts~~, we are quite comfortable in stating that Mr. ~~Roberts~~' statement is a lie.

Unfortunately, your client relied upon Mr. ~~Roberts~~ assertions without asking questions or obtaining any documentation whatsoever from him, and paid him in full for his fraudulent claim. This is not our problem. We do however have a problem with Mr. ~~Roberts~~ contacting this office, and attempting to extort a few thousand dollars from us. Overall, we consider the entire matter to be insurance fraud, that due to the incompetence of CHUBB, they are on the hook for. We suggest that you redirect your clients efforts to recover the vast sums overpaid to Mr. ~~Roberts~~, due to his misrepresentations and outright fraud. It is now almost 2 years since the delivery of goods by National Van Lines and almost 11 Months since we requested that you provide us with information meeting the minimum essential elements of a claim.

From our perspective the matter is closed.

Mike

Mike Speller, CFO

Vanguard Logistics CT

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Agent for National Van Lines USDOT 076628

On 6/1/2016 6:30 PM, Killeen, Sarah Earle wrote:

Dear Mike:

Thanks for your response.

Vanguard Logistics

16 Goodhill Road
Bethel, CT 06801
Tel: (203) 798 - 6060



Agent for National Van Lines for Interstate Moves

July 10, 2015

~~Swadlow Killeen~~
~~Owner~~
~~707 E. 1st Street, Suite 3100~~
~~Denver, CO 80202~~
~~BY E-mail 720.179.8890~~

Re: ~~Swadlow Killeen~~

Dear Ms. Killeen:

We are in receipt of your communication dated July 7, 2015, with respect to the above matter.

Mr. ~~Robert~~'s household goods were packed, crated and loaded for storage in our facility with completion of service on December 27th, 2013, under our Bill of Lading #13-2496 (copy attached). The goods were released to National Van Lines on September 8th 2014, with final delivery on September 23rd, 2014 under National Van Lines Bill of Lading # 277770.

Attached, you will find our local claim form for completion. While it is not required that our form be used, the written claim must include the essential elements to properly adjudicate the claim. These include:

Sworn and notarized statement by Mr. ~~Robert~~ that claim is being made for damage incurred during the move, and that claim is NOT being made for previously existing damage.

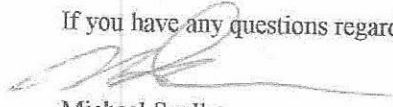
Description of property for which claim is being made, nature and extent of loss or damage. Weight, Acquired Date, Original Cost, Value at time of Loss, Amount Claimed. Please note that the document forwarded to National Van Lines does NOT include the essential elements of the claim - i.e. No description of damage being claimed.

Additionally, as an inspection of any and all property being claimed may be required in connection with our investigation and review, the location of claimed property, and availability for inspection.

Within 30 days of receipt of the claim, we will acknowledge receipt, and if applicable request additional documents or information. Within 120 days, we will complete our review of the claim and provide you with a disposition pursuant to the terms of the bill of lading.

To facilitate this process, the claim document may be forwarded by email to us at info@vanguardlogisticsct.com.

If you have any questions regarding this matter, you may contact me directly.


Michael Speller
CFO