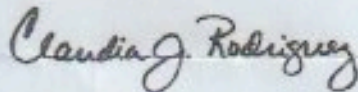


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Ms. Rodriguez, I appreciate the opportunity to address your concerns. We thank you for bringing this to our attention, and hope that you will stay healthy and safe. If you should have any questions or would like to discuss further, please feel free to contact Claims Manager Charles Bast at (760) 740-5778.

Sincerely,



Claudia Rodriguez
Vice President
Insurance Claims

Pursuant to California Code of Regulations, Title 10, Chapter 5, Subchapter 7.5, Article 1, Section 2695.7(b)(3), if you believe that all or part of the claim has been wrongfully denied or rejected, you may have the matter reviewed by the California Department of Insurance, Claims Services Bureau, 11th Floor, 300 South Spring Street, Los Angeles, CA 90013, 1-800-927-4357 or 213-897-8921 (Out Of State).