



Better Business Bureau®
Of the Mid-South
3693 Tyndale Dr.
Memphis, TN 38125
901-759-1300
www.bbb.org

9/27/2022

Kilian Kean
223 Arendes Dr
New Braunfels, TX, 78132

Dear Kilian Kean:

Thank you for contacting Better Business Bureau (BBB). This message is in regard to your complaint submitted on 9/26/2022 against American Home Shield. Your complaint was assigned ID 18132249.

Now that I have filed, what is the next step?

We have forwarded your complaint to the business for their response. We have asked the business to reply promptly, but some disputes may take longer than others to conclude. Please be patient as we work to ensure that your concerns are addressed.

What if I do not agree with the response from the business?

It is important for both parties to maintain realistic expectations and respond in a professional, fair and courteous manner. Our goal is for you and the business to be able to work towards an amicable resolution.

What happens if a business does not respond?

This business is a BBB accredited business and has agreed to abide by our standards for trust that include honoring promises, being responsive to complaints, and embodying integrity by approaching all business dealings with honesty and transparency. If the company does not respond, its accreditation will be reviewed.

Thank you for trusting the BBB to handle your dispute.

Sincerely,

Jesse Morrison
jmorrison@bbbmidsouth.org
Phone: (901) 757-8608