

9800 Fredericksburg Road
San Antonio, Texas 78288



Kansas Insurance Department
Attention: Jessica Lillibridge
1300 Southwest Arrowhead Road
Topeka, KS 66604

July 12, 2024

Email: KDOI.Complaints@ks.gov

Case: 107392
Complainant: David Ryff
Claim Number: 0202 82 624-800
Policy Holder: Terrance M. Elliot
Policy Number: 0202 82 624-7102
Company: USAA Casualty Insurance Company
NAIC Code: 200-25968
Date of Loss: April 10, 2024

Dear Mrs. Lillibridge:

We received your correspondence dated June 28, 2024, regarding the complaint filed by Mr. David Ryff of Wrap Effects.

We conducted a subsequent review of the matter. We determined since the vehicle cannot be restored to pre-loss condition without replacing the entire wrap, we approved to replace the whole wrap, and issued a payment of \$7,500.00 on July 3, 2024.

Our response includes privileged and confidential information and documents. Supporting documents addressed to or regularly available to the complainant as part of the claims handling or policy servicing are marked as confidential and intended for release solely to the complainant or their representative(s). Documents marked for regulatory purposes only are privileged and intended solely for the Department's internal use in resolution of the complaint. If the Department receives any requests for disclosure of the confidential or privileged information outside of its intended purposes, we request notification of such a request, addressed to the undersigned, at least five business days prior to disclosure.

If Mr. Ryff has questions pertaining to the claim, he should contact Richard, Manager of Claims Operations at (800) 531-8722, Extension 38108. If the Department has questions, please contact me via telephone at (800) 245-9362; via fax at (800) 531-0913; or via email at executivecommunications@usaa.com.

Sincerely,

A handwritten signature in cursive script that reads "George".

George
Regulatory Analyst I
P&C Chief of Staff
USAA Casualty Insurance Company

Attachments: Payment