I Rhonda Brock, had a complaint with my insurance company (Audubon Insurance). My break-in occurred on January 2 of this year and I reported it to my Insurance Company. The adjuster came out within 2 weeks and that was the last I heard from them until I contacted your office. I called there (Office of the Commissioner of Insurance) about 3 weeks ago and your office responded quickly to my case. Within 2 weeks I had received a letter from your office letting me know that you will do everything you can to resolve this matter. I was pleased to know you were on the case. Thursday of last week (March 27) I called you again and spoke to Ms. Sheila Cooper to report that I had received the checks from my Insurance Company and that I had gone to the bank to cash them and the bank then informed me that the checks were no good (insufficient funds). Ms. Cooper asked me to fax her a copy of the checks front and back and she would handle the rest. I'm pleased to report that within a hour I was notified that the checks would be made good. I went to the back and everything was fine. Thank you so much for everything and a special thanks to Ms. Sheila Cooper she handled my case as if it was her own thanks again and God Bless.

Warmest regards,

Rhonda Brock

Rhonda Brock
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