

Outlook

Fw: Cecelia Jenkins Policy # [REDACTED]

From Saran C <s[REDACTED]>

Date Tue 5/14/2024 12:20 PM

To [REDACTED]@thehartford.com <[REDACTED]>

11 1 attachment (395 KB)

82-PR-24-1781 Jenkins_Amended Order Appointing Emergency G-C_Pietan.pdf;

Dear [REDACTED],

I am once again following up on my mother's claims and our phone conversation of April 26, 2024, where I advised that my 78 year old mother was a victim of elder financial abuse perpetrated by Pam Carter, her husband Charles Carter and McLemore Construction (Nico McLemore). My mother lost in excess of \$80,000.00 to these parties and unfinished home. Not including payments issued for these claims. As I understand from our initial conversation my mother was still due (to the contractor) whom actually completed the work monies in excess of 7,500.00 on one and several thousands for the other claims. I¹ am asking for all information concerning these or any claims where any of these individuals were involved.

I am now the executor of her estate and am trying to remedy this situation so that the repairs can be properly done as well as pursue all criminal and civil remedies available. In addition to reporting these matters to the appropriate authorities.

Especially considering the fact that Ms. Carter fraudulently represented herself as my mother's daughter as previously advised in the phone call of 4/26/24. I also advised that I believed these same individuals were also associated with the deck claim a year prior (which they also failed to complete). I once again am asking if you would refer this matter to your special investigations unit as I believe my mother was a victim of fraud related to these claims. As stated in our last phone call. I am more than willing to provide your investigators with any documentation or proof of initial payments of insurance monies paid to the above named individuals.

In our call you did advise that you would follow up and send information on the following Monday, April 29, 2024, as you were in training that day but would get it to me. I did call on 4/29 and did not hear back, I also called again on April 30, 2024 and still have not heard back. I realize you are very busy, however time is of the essence and I would like to rectify this situation asap.

I am once again, asking for information related to both claims on behalf of my parent's property located at [REDACTED]

Please respond and send all corresponding documents to this email or at my home address at :

Saran C [REDACTED]
[REDACTED]

-Sincerely

Saran [REDACTED]
Daughter of Richard and Cecelia Jenkins

From our last conversation of
Sent from Outlook

From: Saran C <[REDACTED]>
Sent: Thursday, April 25, 2024 11:46 AM
To: [REDACTED]@thehartford.com <[REDACTED]@thehartford.com>
Cc: [REDACTED]
Subject: RE: Cecelia Jenkins Policy # [REDACTED]

Policy # [REDACTED] claim # [REDACTED]

Hello M [REDACTED]

My name is Saran [REDACTED]. I am the eldest daughter of Richard and Cecelia Jenkins . I was recently appointed as Emergency Guardian and Conservator over my mother who is currently medically incapacitated.

I understand Hartford is the insurer for their home located at [REDACTED]. In reviewing my mother's paperwork, I have concerns as to a person by the name of Pam Carter being cc'd on any of my mother's affairs as she is not a relative.

I would like to know what if any financial information she was provided and ask that you remove her from any further communications concerning this policy or any other claims concerning my mother or this property. I am attaching the court order for your review and ask any further concerns be relayed to myself and/or my sister [REDACTED] who also appears in the order. For any further questions or information you can reach me at [REDACTED]

Sincerely

Saran [REDACTED]
Daughter and Court Appointed Guardian
Sent from the Connect for Hotmail app
Outlook

Cecelia Jenkins- claim # [REDACTED]

From Saran C <[REDACTED]>
Date Thu 4/25/2024 9:05 AM
To [REDACTED]@hartford.com [REDACTED] cc
[REDACTED]

OJ 2 attachments (790 KB) mn conservatorship doc.pdf; Jenkins PR241781
.Letters of Emergency G-C.pdf;

RE: Policy # [REDACTED] Claim # [REDACTED]

Hello [REDACTED],

My name is Saran [REDACTED]. I am the eldest daughter of Richard and Cecelia Jenkins . I was recently appointed as Emergency Guardian and Conservator over my mother who is currently medically incapacitated. I understand Hartford is the insurer for their home located at [REDACTED]

[REDACTED] In reviewing my mother's paperwork, I have concerns as to a person by the name of Pam Carter being cc'd on any of my mother's affairs as she is not a relative. I would like to know what if any financial information she was provided and ask that you remove her from any further communications concerning this policy or any other claims. I am attaching the court orders for your review and ask any further concerns be relayed to myself and/or my sister [REDACTED] who also appears in the order.

For any further questions or information you can reach me at [REDACTED]

Sincerely,

Saran [REDACTED]

Daughter and Court Appointed Guardian and Conservator of Cecelia F. Jenkins

Cc'd: [REDACTED]

Sent from the Connect for [REDACTED] app
Outlook

RE: [REDACTED]

From [REDACTED] (Core Claims) <[REDACTED]@thehartford.com>

Date Tue 6/25/2024 12:31 PM

To Saran C <[REDACTED]>

Cc EDM, Aurora Claims (CLAIM, Claims) <auroraclaims@thehartford.com>

Saran,

Good afternoon, recorded call copies are our work product and cannot be sent out without a subpoenaed request for information. You should hear from our field investigator, John, soon.

Sincerely,

[REDACTED]

Team Leader

Personal Lines Property

The Hartford

P.O Box 14265

Lexington, KY 40512-4266 Phone: [REDACTED] Fax [REDACTED]



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www.twitter.com/thehartford

From: Saran C <[REDACTED]>
Sent: Friday, June 21, 2024 1:20 PM
To: [REDACTED] (Core Claims) <[REDACTED]@thehartford.com>
Cc: EDM, Aurora Claims (CLAIM, Claims) <auroraclaims@thehartford.com>
Subject: Re: [REDACTED]

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Thank you for providing this information to me. I do have a request however, I know you advised that my mother made the call and stated Pamela Carter was her daughter and point of contact. I would like to hear that portion of the call given the confusion as to what was initially reported. My request isn't to hear the entire call, just that portion.

Thank you

Saran [REDACTED]
[REDACTED]

Sent from Outlook

From: [REDACTED] (Core Claims) <[REDACTED]>
Sent: Thursday, June 20, 2024 11:33 AM
To: [REDACTED]
Cc: EDM, Aurora Claims (CLAIM, Claims) <auroraclaims@thehartford.com>
Subject: [REDACTED]

Saran,

In follow-up to our conversation today, I am attaching the Explanation of Payment with attached estimates for both the roof/interior damages claims as well as the deck claim. I have spoken with our investigator John [REDACTED] as well and he will be following-up with you and [REDACTED]

Sincerely,

[REDACTED]
Team Leader
Personal Lines Property

The Hartford
P.O. Box 14265



Lexington, KY 40512-4266 w: [REDACTED]

[REDACTED]
[REDACTED]@thehartford.com

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Trumbull Insurance Company

MN - State law requires that we communicate the following to you.
A person who files a claim with intent to defraud or helps commit a fraud against an insurer is guilty of a crime.

Outlook

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Team Leader
Personal Lines Property

The Hartford
ROE Box 14265
Lexington, KY 40512-4266
Phone: [REDACTED]
Fax: [REDACTED]
[REDACTED]

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THE
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Business Insurance
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Auto
Home

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Subject: [REDACTED]

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Sincerely,

[REDACTED]
Team Leader
Personal Lines Property

The Hartford
PO. Box 14265
Lexington, KY 40512-4266

e w: [REDACTED] F: [REDACTED]@thehartford.com www.thehartford.com
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