

**RE: 872448N**

Jay Crawley <Jay.Crawley@us.qbe.com>

Mon 10/24/2022 1:22 PM

To: MICHAEL Cheikin <CHEIKINM@msn.com>

Sounds good Michael. I will add these documents to your file. I will follow up with you via phone in a few days.

Regards,

Jay Crawley  
Claims Professional  
Property Claims  
QBEIC

Direct: (972) 398-6378 ext:146378

Email: [jay.crawley@us.qbe.com](mailto:jay.crawley@us.qbe.com)

Visit us on the web at [www.qbena.com](http://www.qbena.com)

SUPPLEMENTS TO [claimmail@us.qbe.com](mailto:claimmail@us.qbe.com)

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**From:** MICHAEL Cheikin <CHEIKINM@msn.com>

**Sent:** Monday, October 24, 2022 1:02 PM

**To:** Jay Crawley <Jay.Crawley@us.qbe.com>

**Cc:** Patti's Gmail <patti.cheikin@gmail.com>

**Subject:** Re: 872448N

This email was sent from someone outside of QBE. Be cautious opening links and attachments. Use the 'Report Phishing' button if suspicious.

Good morning,

Thank you for your help and advice on Friday afternoon 10/21/2022 regarding the additional water and damage discovered after the Ryze inspector and Silver Lake mitigation left.

We were able to find another Leak Detection company, Cogent Building Diagnostics, that was available Friday afternoon 10/21/2022, rather than wait 6 days for American Leak Detection on 10/28. We met with Frank Peters from 4:30 to 6:30 pm to establish the basic timeline. Enclosed is a copy of the contract with Cogent and retainer check for \$1,000.00. Cogent is proceeding to identify the proper plumbing company to evaluate the water leak.

This morning we called American Leak Detection (Patti, 856-464-8707) to cancel their evaluation scheduled for Wed 10/26 at Noon. They asked us to advise you of same.

We also have enclosed copies of the receipt for payment to Silver Lake for \$500.00, who left blowers and dehumidifer over the weekend. The water was literally dripping down the ceiling and walls. They are

coming out tomorrow, Tues 10/25 to continue the mitigation to the rooms identified, including pulling up and discarding carpet and padding. They have estimated a cost of \$1,000.00 which includes emptying the rooms into a Pod that was delivered today. There is no other place to put the furniture and household items to allow for diagnostics and remediation.

We are not allowed by our condo association to leave the Pod for more than 72 hrs in the driveway so the enclosed receipt for \$438.09 to Pod covers the delivery, pickup and 1 month of storage (the minimum).

We also called ServePro to see if they could act any faster but they were not available any sooner.

Please let us know if you need other information. We have lots of photos and video. We will be there tomorrow, Tue 10/25 with Silver Lake in the event you wish to re-send the Ryze inspector.

We are available by phone if needed 610-639-6034.

We would appreciate reimbursement for the above expenses. Our understanding is that our deductible is \$1000.

Thanks again.

Please acknowledge receipt.

Sincerely,

Michael and Patti Cheikin.

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**From:** Jay Crawley <[Jay.Crawley@us.qbe.com](mailto:Jay.Crawley@us.qbe.com)>  
**Sent:** Friday, October 21, 2022 4:13 PM  
**To:** MICHAEL Cheikin <[cheikinm@msn.com](mailto:cheikinm@msn.com)>  
**Subject:** RE: 872448N

If you hire a mitigation contractor they will need to remove the carpet and padding in the affected rooms with carpet.

Jay Crawley  
Claims Professional  
Property Claims  
QBEIC

Direct: (972) 398-6378 ext:146378  
Email: [jay.crawley@us.qbe.com](mailto:jay.crawley@us.qbe.com)  
Visit us on the web at [www.qbena.com](http://www.qbena.com)  
SUPPLEMENTS TO [claimmail@us.qbe.com](mailto:claimmail@us.qbe.com)

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**From:** MICHAEL Cheikin <[cheikinm@msn.com](mailto:cheikinm@msn.com)>  
**Sent:** Friday, October 21, 2022 4:06 PM

**To:** Jay Crawley <[Jay.Crawley@us.qbe.com](mailto:Jay.Crawley@us.qbe.com)>  
**Subject:** Re: 872448N

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we have now discovered that the water also is under carpets in the bedroom, library .

Sent via the Samsung Galaxy Note20 Ultra 5G, an AT&T 5G smartphone  
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**From:** MICHAEL Cheikin <[cheikinm@msn.com](mailto:cheikinm@msn.com)>  
**Sent:** Friday, October 21, 2022 3:27:17 PM  
**To:** Jay Crawley <[Jay.Crawley@us.qbe.com](mailto:Jay.Crawley@us.qbe.com)>  
**Subject:** Re: 872448N

Sorry for the typos, using my phone.

Sent via the Samsung Galaxy Note20 Ultra 5G, an AT&T 5G smartphone  
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**From:** MICHAEL Cheikin <[cheikinm@msn.com](mailto:cheikinm@msn.com)>  
**Sent:** Friday, October 21, 2022 3:25:36 PM  
**To:** Jay Crawley <[Jay.Crawley@us.qbe.com](mailto:Jay.Crawley@us.qbe.com)>  
**Subject:** Re: 872448N

Hi Jay,

Thanks for your advise today--it was very stressful having all the decisions at one time. We Have the name of an evaluation firm that my that might be able to come out today. I am waiting for a proposal and will forward it to you as soon as I receive it.

Sent via the Samsung Galaxy Note20 Ultra 5G, an AT&T 5G smartphone  
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**From:** MICHAEL Cheikin <[CHEIKINM@msn.com](mailto:CHEIKINM@msn.com)>  
**Sent:** Thursday, October 20, 2022 5:43:32 PM  
**To:** Jay Crawley <[Jay.Crawley@us.qbe.com](mailto:Jay.Crawley@us.qbe.com)>  
**Subject:** Re: 872448N

Hi Jay,

Patti at American Leak says they are 3 hrs away. They can't come till next Wed (we can't be there but can let them in) and have no Friday openings till Nov.

I did hear of other companies that might be closer. Is it worth reaching out to them?

Also having problems finding plumber that will work with slab building, or the delay is weeks to months. Trying to schedule in advance but not sure what options there are. Waiting to hear back.

Please advise, thanks.

Michael and Patti Cheikin

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**From:** Jay Crawley <[Jay.Crawley@us.qbe.com](mailto:Jay.Crawley@us.qbe.com)>  
**Sent:** Thursday, October 20, 2022 4:50 PM  
**To:** MICHAEL Cheikin <[CHEIKINM@msn.com](mailto:CHEIKINM@msn.com)>  
**Subject:** FW: 872448N

Mike, see the message from American Leak Detection below. They should have emailed me this early this morning. I did give my approval.

Regards,

Jay Crawley  
Claims Professional  
Property Claims  
QBEIC

Direct: (972) 398-6378 ext:146378  
Email: [jay.crawley@us.qbe.com](mailto:jay.crawley@us.qbe.com)  
Visit us on the web at [www.qbena.com](http://www.qbena.com)  
SUPPLEMENTS TO [claimmail@us.qbe.com](mailto:claimmail@us.qbe.com)

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**From:** Patricia Miller <[pmiller@americanleakdetection.com](mailto:pmiller@americanleakdetection.com)>  
**Sent:** Thursday, October 20, 2022 4:32 PM  
**To:** Jay Crawley <[jay.crawley@us.qbe.com](mailto:jay.crawley@us.qbe.com)>  
**Subject:** 872448N

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Good afternoon Jay,

Thank you for the assignment, in addition to the detection fee, there is a mileage travel charge and a labor associated with travel charge. Please approve travel fees of \$405.00 for Michael Cheikin. Labor and mileage may be charged if the loss location exceeds 30 miles, one way. In this case, the total mileage is 228 less the base 60 =  $168 \times .625 = \$105.00$ . Charges for hourly labor associated with driving to the loss location are calculated as follows: 180 mins/15 min increments =  $12 \times \$25$  per 15 mins = \$300.00. We cannot proceed with contacting your insured to schedule this assignment until we receive approval for the travel charges previously noted. Please reply to this email to approve as soon as possible. Thank you.

Sincerely,

*Patricia Miller*

Customer Service Representative

American Leak Detection, Inc.  
Office: (856) 464-8707  
Email: [pmiller@americanleakdetection.com](mailto:pmiller@americanleakdetection.com)



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