

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

October 3, 2020

OCT16 '20 9:46AM

Allstate Insurance Company

P.O. Box 10816

CRD NEF 109 MAIL

Charlottesville, Virginia 20153

Attention: Ms. Megan Thompson McKenna

MIA File Number: [REDACTED]

LOSS DATE: 2/20/2020

Dear Ms. McKenna:

I am in receipt of your letter dated September 16, 2020 regarding the repair of my vehicle.

Ms. Tomaszewski contacted me about my claim in writing on both September 16 & September 17, 2020 just prior to receiving your letter.

Ms. Tomaszewski continues to insist that I call to process the claim but I currently do not have a telephone. Verizon continues to delay installation of a landline telephone and I have requested that any questions be processed by US mail.

Regarding the agent offices I have regularly visited the Campbell Insurance Office located in Lutherville-Simonium to pay cash in person however this office had a sign "closed due to COVID" when I stopped by earlier in the year so I have not returned.

I request that my car is towed. I risked my life driving to get groceries. The horn does not work and the anti-theft device is broken resulting into someone gaining access to the key code of the car and rummaging through my trunk and glove compartment. There is a police camera on my property at all times due to continued vandalism and I fear the car could be stolen if driven anywhere else.

Due to breathing problems I cannot wear a mask and cannot utilize a rental car service without a credit card or in a car without six feet social distancing. It is also too dangerous to walk, there are no walkways leading to my property.

Despite contacting VW, the NHTSA and the State of Maryland Attorney General's Office, VW has made no contact with me and that repair cannot be scheduled until the body work is completed by Allstate (they cannot work on a damaged vehicle).

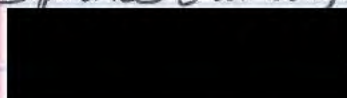
I have copied all parties here so that VW can either arrange the tow with Allstate to go from my home to the repair shop, then to VW and returned to my home from VW. The roll away feature is too dangerous to drive defective and I would like to resume normal

operation of my vehicle as soon as possible.

Sincerely,



Sparks Glenoe, Maryland



cc: Maryland Insurance Administration

State of Maryland, Office of the Attorney General

NHTSA

Volkswagen of America, Inc.

Federal Trade Commission

Ms. Catherine Tomaszewski, Allstate
Maryland Liability MCO, Dallas, Texas

Allstate Corporate Offices, Northbrook,
Illinois

Sparks, Maryland

BALTIMORE MD 212
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U.S. Department of Transportation
National Highway Traffic Safety Administration
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Washington, D.C. 20590

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