

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [REDACTED]
Cc: [REDACTED]
Subject: Fwd: Claim NUMBER 11243346
Date: Tuesday, August 27, 2019 9:55:34 AM

THIS IS A MESSAGE I RECEIVED FROM MY INSURANCE. If you need to view the vehicle the phone for the salvage yard is in the message.

[REDACTED]
/)~~~~~"I'd Rather be Sailing"~~~~~/)~~~
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----- Original Message -----  
**From:** USAA Claims <[4qlmbkdmx4dq@claims.usaa.com](mailto:4qlmbkdmx4dq@claims.usaa.com)>  
**To:** [REDACTED]  
**Date:** August 22, 2019 at 11:43 AM  
**Subject:** Claim Message from USAA

To ensure delivery to your inbox, please add [4qlmbkdmx4dq@claims.usaa.com](mailto:4qlmbkdmx4dq@claims.usaa.com) to your address book.  
>> USAA SECURITY ZONE

[REDACTED]

Claim Message

Dear [REDACTED]

This correspondence is regarding the following USAA claim:

USAA policyholder: [REDACTED]  
Claim number: [REDACTED]

Hello [REDACTED]

I am sorry you are dealing with this. Certainly not an ideal situation. Your concerns with the air bags however would be a separate claim between you and the manufacturer. If you need the salvage yard to put a hold on the vehicle, to allow Honda the opportunity examine a possible issue, please let me know or call the yard at 925-370-3900 stock number [REDACTED]

You may reply to this message. If you need to provide documentation, you can attach documents to your email. We can't guarantee the security of any medical, financial or other personally identifiable information sent by email.

Email Delivery Criteria

To ensure delivery of your email, please make sure it meets the following criteria:

- \* The size of the message can't exceed 30 MB.
- \* These attachments are supported: .bmp, .jpe, .jpeg, .jpg, .pdf, .doc, .docx, .xls and .xlsx.
- \* Individual attachments must not exceed 7 MB.

- \* Include no more than 10 attachments.
- \* Attachments can't be password protected.

Sincerely,

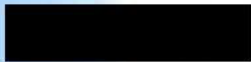
> Amanda K Waldo  
USAA Southwest Regional Office  
USAA Casualty Insurance Company



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USAA Casualty Insurance Company, 9800 Fredericksburg Road, San Antonio, Texas  
78288



Customer Service Representative



8300 Greensboro Drive, Suite 600, McLean, VA 22102

240-247-8812 (Desk) | 240-241-5625 (Fax) | [www.telesishq.com](http://www.telesishq.com)

**Contracting Vehicles:** GSA FSS 70, GSA 8(a) STARS II, CIO SP3 (SB), Seaport-e, ITES-3S, RS3

**Certifications:** CMMI-DEV2; CMMI-SVC3; ISO20000; ISO9001; ISO27001

**Partnerships:** MS SILVER-Devices & Deployment; AWS Standard Consulting Partner; Blackberry Authorized Reseller Partner

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