

EA02-025

FORD 10/27/03

LETTER TO ODI

APPENDIX M

BOOK 7 OF 22

PART A-D

PART D

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sent by: WESTERN CLAIMS-TUCSON

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11/28/01 10:45AM JAMES_BROU21 Page 2/4

THE ARIZONA DAILY STAR / Monday, November 20, 2001

EDITORIALS & OPINI

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PHOTO-020 14000

Insurance vital, family finds too late

Home fire shows how essential personal-property coverage is

By Helen Lether
TUCSON Daily Star

The family may have had a hard way about the importance of having personal property insurance.

An electrical short in their car is suspected of causing a fire that got into their house Nov. 14. They had to jump from their balcony to escape. The fire, which started in the car's engine area, burned the front's outside and the inside of the car to an empty shell, and quickly spread up the carpet and into the family's bedroom.

Although the family is safe and being taken care of by the American Red Cross, they will have to rebuild from scratch. Their home insurance covered so much from their residence as

lack of personal property insurance is a big problem in Tucson, said Joe Givetta, Tucson Fire Department captain.

"It's an ongoing issue in the community," he said. "Then, when something like this happens, all of their things are gone in a second. It's really devastating."

The Red Cross has paid for a temporary stay at a hotel for the family since then. It also is providing food, clothing and other necessities.

The family has also been working with the family, by "going to the store with the Red Cross," said Wendy Anderson, director of outreach services at the organization.

The family is also being helped from Tucson, a Central Asian country formerly a part of the Soviet Union. Through sponsorship by Jewish Family and Children's Service:

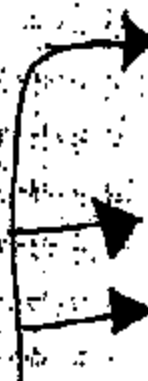
"It's not really the American or Chinese they look that are important," said Givetta. "You can always help, now much. But it's important and please that you can help."

The family moved to the United States for a better life for themselves and their children. They worked as a taxi driver and as a waitress, and they bought the house two years ago. Now they plan to see Ford Motor Co., the maker of the burned 1991 Lincoln Town Car, for an inspection report.

The family was using the car for his work.

"The car was in total condition," said Givetta, who bought the vehicle five months before the fire. "There was no reason why it should have happened."

Givetta said he is still recovering from the fire, in which he lost his job.



He was in complete shock when he threw his wife and 13-year-old son off the house's third-story balcony, he said.

He first wanted to leave through the front door but saw that he could not get through. There were no other exits in the condominium.

A neighbor, a 64-year-old man, had talked about putting in an escape ladder in case of emergencies, but he never got around to it.

"How do I get it?" said [redacted] "Although it's a little late."

Many of the homes in the development were built to the "T" and are out of date with current building codes, [redacted] said. They remain because they were grandfathered into the city's current building ordinance, but last week's fire is a sign that some may not be safe.

"Locking only one door is something all residents should consider when locking up houses," said [redacted].

Repeated attempts to contact the homeowners' association to which the [redacted] belonged were not successful.

Neighbors and members of the Mexican Spanish community in Tucson were shocked at the news of the fire.

"It's sad, of course," said Alan [redacted], a neighbor. "But it can happen to anyone."

Others said the family has many friends and relatives in the area and would be well taken care of.

"We do what we can to pay for it," said [redacted] who moved here from Toluca, Mexico, a year ago.

The fire broke out on the fire escape, other witnesses [redacted] said.

[redacted] said the fire was caused by the smell of burning rubber, and said [redacted].

[redacted], a hospital guard working across the street at St. Donald Hospital, heard a fire explosion and came running over. He said [redacted].

[redacted] and [redacted] succeeded in breaking the lid of the garbage. The lid got stuck but they got it off the fire.

"We were out on the porch, preparing for rain," recalled [redacted]. "I remember them saying we had a fire, but I don't remember the fire."

[redacted] had helped [redacted] for about five years but also says that everything they have worked for that [redacted] in America had been reduced to ashes.

Remembering how the family had [redacted] recalls an old Mexican expression: "You want to wish something horrible on your enemy, wish that a dead cat fire," he said.

Contact: Evelyn [redacted] at [redacted] or [redacted].

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BY	
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1661AA-0

Allen Vigil's
Southlake

0087 Tara Boulevard
JONESBORO, GEORGIA 30228
(404) 471-7801 GA 1-800-222-3687
OPEN 8:00 AM to 12 MIDNIGHT
MONDAY THRU FRIDAY

WHEN LEAVING VEHICLE FOR SERVICE RETURN TO SALES FOR COMPLETE DETAILS BEFORE DEPARTURE.
X
APPROVED SIGNATURE DATE

11/28/92 1661AA
07/14/92 1661AA
GEORGIA STATE PATROL POST # 48
ROD WENDELL TRIS
ATLANTA GA 30304
(404) 471-7801 424-7200
CHARGE

ITEM	QTY	UNIT PRICE	TOTAL PRICE	SALES TAX	TOTAL	DESCRIPTION
...	1	203.87	203.87
...	1	9.27	9.27
...	1	193.22	193.22
...	1	18.19	18.19
...	1	25.18	25.18
...	1	34.13	34.13
...	1	77.33	77.33
...	1	81.37	81.37
...	1	12.07	12.07
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...	1	13.48	13.48
...	1	7.22	7.22
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Alan Vigil's Southlake

6857 Tara Boulevard
 JONESBORO, GEORGIA 30238
 (404) 471-7801 GA 1-800-222-8827
 OPEN 9:00 AM to 12 MIDNIGHT
 MONDAY THRU FRIDAY

GEORGIA STATE PATROL

ATLANTA

FORM LEASING VEHICLE FOR SERVICE REFER TO BANK FOR COMPLETE DETAILS BEFORE RENTAL.

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ITEM	DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL PRICE	TAX
1	W/STANDARD	1	102.57	102.57	
2	7.48	1	3.52	3.52	
3	1.80	1	1.77	1.80	
4	69.48	1	37.32	69.18	
5	23.59	1	20.99	23.99	
6	49.65	1	20.52	28.68	
7	28.09	1	11.79	15.39	
8	49.37	1	29.62	38.51	
9	27.80	1	18.88	21.88	

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TOTAL: 1193.82

SALES TAX: 3.52

TOTAL: 1197.34

SALES TAX: 3.52

TOTAL: 1200.86

SALES TAX: 3.52

TOTAL: 1204.38

SALES TAX: 3.52

TOTAL: 1207.90

SALES TAX: 3.52

TOTAL: 1211.42

SALES TAX: 3.52

TOTAL: 1214.94

SALES TAX: 3.52

TOTAL: 1218.46

SALES TAX: 3.52

TOTAL: 1221.98

SALES TAX: 3.52

TOTAL: 1225.50

SALES TAX: 3.52

TOTAL: 1229.02

SALES TAX: 3.52

TOTAL: 1232.54

SALES TAX: 3.52

TOTAL: 1236.06

SALES TAX: 3.52

TOTAL: 1239.58

SALES TAX: 3.52

TOTAL: 1243.10

SALES TAX: 3.52

TOTAL: 1246.62

SALES TAX: 3.52

TOTAL: 1250.14

SALES TAX: 3.52

TOTAL: 1253.66

SALES TAX: 3.52

TOTAL: 1257.18

SALES TAX: 3.52

TOTAL: 1260.70

SALES TAX: 3.52

TOTAL: 1264.22

SALES TAX: 3.52

TOTAL: 1267.74

SALES TAX: 3.52

TOTAL: 1271.26

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TOTAL: 1274.78

SALES TAX: 3.52

TOTAL: 1278.30

SALES TAX: 3.52

TOTAL: 1281.82

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TOTAL: 1285.34

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TOTAL: 1288.86

SALES TAX: 3.52

TOTAL: 1292.38

SALES TAX: 3.52

TOTAL: 1295.90

SALES TAX: 3.52

TOTAL: 1299.42

SALES TAX: 3.52

TOTAL: 1302.94

SALES TAX: 3.52

TOTAL: 1306.46

SALES TAX: 3.52

TOTAL: 1309.98

SALES TAX: 3.52

TOTAL: 1313.50

SALES TAX: 3.52

TOTAL: 1317.02

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TOTAL: 1320.54

SALES TAX: 3.52

TOTAL: 1324.06

SALES TAX: 3.52

TOTAL: 1327.58

SALES TAX: 3.52

TOTAL: 1331.10

SALES TAX: 3.52

TOTAL: 1334.62

SALES TAX: 3.52

TOTAL: 1338.14

SALES TAX: 3.52

TOTAL: 1341.66

SALES TAX: 3.52

TOTAL: 1345.18

SALES TAX: 3.52

TOTAL: 1348.70

SALES TAX: 3.52

TOTAL: 1352.22

SALES TAX: 3.52

TOTAL: 1355.74

SALES TAX: 3.52

TOTAL: 1359.26

SALES TAX: 3.52

TOTAL: 1362.78

SALES TAX: 3.52

TOTAL: 1366.30

SALES TAX: 3.52

TOTAL: 1369.82

SALES TAX: 3.52

TOTAL: 1373.34

SALES TAX: 3.52

TOTAL: 1376.86

SALES TAX: 3.52

TOTAL: 1380.38

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TOTAL: 1383.90

SALES TAX: 3.52

TOTAL: 1387.42

SALES TAX: 3.52

TOTAL: 1390.94

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TOTAL: 1394.46

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TOTAL: 1397.98

SALES TAX: 3.52

TOTAL: 1401.50

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TOTAL: 1405.02

SALES TAX: 3.52

TOTAL: 1408.54

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TOTAL: 1412.06

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TOTAL: 1415.58

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TOTAL: 1419.10

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TOTAL: 1422.62

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TOTAL: 1426.14

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TOTAL: 1429.66

SALES TAX: 3.52

TOTAL: 1433.18

SALES TAX: 3.52

TOTAL: 1436.70

Claims Investigation Report FIR

ATLANTA DISTRICT 1928765816 LOCAL CAR FILE NO.

GEORGE STATE PATROL OWNER'S NAME AND ADDRESS SMITH LANE ROAD SKILLS DIV. BY OWNER SERVICE DIV.

GAULD VICTORIA VEHICLE MODEL 92 YEAR 3399 MAKE 2EAGP73WYXW275351 VEHICLE IDENTIFICATION NUMBER

10/16/93 DATE OF FIRE 5-85 COMMERCIAL CT LOCATION

NO ANY EVIDENCE OF ABUSE OR LACK OF MAINTENANCE? ATLANTA ADDRESS, ESTABLISHMENT, DEALER SERVICE NUMBER, INSURANCE, AND DATE OF FIRE 11/1/93 DATE

THURSDAY MORNING? - ABOUT 10:00 AM NAME OF PERSON REPORTING NO DID ANYONE PREVIOUSLY EXAMINE VEHICLE?

MARK POOLE REPORTED BY 11/1/93 DATE

How was the vehicle being used when the fire was first noticed? How long? (e.g., parked with engine off for 15 minutes, idling for 5 minutes, stop and go driving, etc.).

Describe: NO NO NO

Driver observations of vehicle performance prior to noticing fire (e.g., running rough previous 15-20 minutes, smelled electrical, smelled fuel, heard "pop", noticed nothing unusual, etc.).

Describe: NO NO NO

I. A. Location of Initial fire — be as specific as possible (e.g., under front left side, or trunk - right rear).

1. at rear edge of hood
2. Fuel/Dash:
3. Trunk:
4. Under Vehicle:
5. Seat (Front/Rear; Left/Right/Center):
6. Steering Column:
7. Fuel Filler Area:
8. Other:

B. Smoke/Flame

1. Location of Initial Smoke: under hood
2. Color of Smoke: white
3. Direction of Smoke: upward
4. Location of Initial Flame (or "No Flame/Smoke Only"):
at rear edge of hood
5. When Was Flame First Seen: at rear edge of hood

C. Type of Fire (Describe)

1. Electrical: _____
2. Exhaust System: _____
3. Fuel Leak: _____
4. Other Vehicle Fluid Leak: _____

II. Vehicle System Investigation

A. Electrical System

1. Apparent Point of Fire Origin: at rear edge of hood

2. Check Fuse Panel

a. Fuses/Circuit Breakers Blown: 1, 5 & 6 are blown

b. Other Comments: no

3. Note Components Damaged/Destroyed: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100

4. Check Wiring at Point of Fire Origin:

a. Wire(s) Penetrated by Sheetmetal, or screws/nut/or spliced: no

b. Proper/Improper Routing: no

c. Insulation/Connector Condition - Subject to Chafing/Scoring: no

d. Color of any Exposed Copper Wires: Aluminum (bare)

e. Wire Strands Fused/Welded Together: Aluminum

f. Bending or Pulling of Wires Where Separated: Aluminum

5. Check Condition of Components

a. Willing External Power Source to Operate if Components Still Functions (Excessive Damage - None): no

b. Attempt to Manually Rotate Electromechanical Components (e.g., Blower Motor, etc.): no

6. Exhaust System

1. Check for presence of: no

2. Check for presence of: no

3. Check for presence of: no

4. Check for presence of: no

a. Note Any Holes, Tears, Separation, Missing Components (e.g., Heat Shields, Heatshield Bolts, etc.). Comment: no

3. If catalytic/muffler appear to be location of fire origin, check engine idle speed, ignition timing, etc. Comment: OK

C. Fuel

1. Fuel tank, lines, fuel metering systems for evidence of fuel leaks

a. Fuel Tank (Perforations, Seams, Sealing Unit, etc.): OK

b. Fuel Lines, Hoses, Fittings and Connectors: OK

c. Fuel Metering System (Carburetor, Fuel Rail, Injectors): OK

2. Note any evidence of modified or non-OEM components (e.g., rerouted fuel or vapor lines, non-OEM gas caps, modified filler pipe, etc.): OK

D. Other Fluid Leaks

1. Examine engine for evidence of possible oil leaks (e.g., valve cover gasket): OK

2. Possible brake fluid leaks (check master/slave cylinder fluid level, examine for cut/pinched/cracked lines): OK

3. Transmission cooler connections (fluid level, hose condition): OK

4. Other fluids (fluid level, engine issues): OK

III. General Comments

1. Analyze and describe burn patterns

Red/Pealed/Blistered: BLISTERED ON HOOD

Red and Oxidized (Hot Red): ALONG

c. Low Temperature Metals (see Chart) Heat Damaged: NO

d. Condition of Plastic, Rubber, Cloth Fabrics: PLASTIC AT FIRE DAMAGED

2. Note any Non OEM Equipment installed: POLICE RADIO
KOHLE

3. Other Observations/Comments: THE FIRE APPARENTLY
EXTINGUISHED BY HIS OWN. THE CAR
HAD BEEN A SHORT TIME LEFT AT THE
FUEL PUMP AND WITNESSED BY THE
OFFICER. DAMAGE WAS BY

[REDACTED]
NAME

4/5/93
DATE

02000010
 Last Name: [REDACTED] 10/04/1993 16:21:38
 Home Phone: [REDACTED] YEM 2-427-20002253
 Ext:
 Dealer: BILLY OLIN FORD-REARON D-37/Pag: 21
 CONTRACT NO: 102876586 Date: 10/04/1993 Analyst Code: 24829J
 File Type: LEGAL Time: 16 21 38 Analyst Name: JOHNSON
 Com. num. : PHONE Note: Letter Code
 Comments: Hours: 1

MP
10/4
AC

CUSTOMER INDICATED THAT HE PULLED OFF TO THE SIDE OF THE ROAD BECAUSE HE
 THOUGHT THE GRASS UNDER THE VEHICLE WAS ON FIRE. CUSTOMER INDICATED THAT HE
 NOTICED THE FIRE COMING FROM UNDERNEATH THE HOOD. CUSTOMER INDICATED
 THAT THERE WERE NO INJURIES. CUSTOMER INDICATED THERE WAS A POLICE REPORT.

F1=HELP F2=EXIT F3=ADD F4=DELETE F5=NEW F6=HOME LTR F7=BASIC INFO
 1997 COMMENTS SUCCESSFULLY ADDED PLEASE

934339

REDACTED



10/05/1993
04:04:13

FORD PARTS AND SERVICE DIVISION
MANAGEMENT & SERVICE SYSTEMS DEPARTMENT
CUSTOMER RELATIONS SYSTEM II

PAGE 01017
JOB C013200
PCN C013200

21

ATLANTA
 VEN: [REDACTED]
 LAST NAME: [REDACTED]
 TITLE: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: ATHENS ST/PR: GA ZIP/PC 30529
 HOME PHONE: [REDACTED] BUSINESS PHONE: [REDACTED]
 YEAR: 92 MODEL: CROWN VICTORIA
 RELEASE/CR: 30994 USE: 09/02/1992
 DEALER NAME: BILLY CASH FORD-MERCUR SALES CODE: 121446 PIA: 00405
 CASH CODE: LEGL SYMPTOM:
 ORIGIN: 80 TRANS DST/REG: TRANS DATE:
 VEH REPL:
 CASE TYPE: 4A FIDES - FUEL FED REPAIR CODE: 6 LEL DWEST-PROD LIABILITY
 ATTY NAME: ATTY NAME:
 CLAIMED AMT: AMOUNT AMT:
 CASH ONLY:
 COURT CODE: AMMS CODE:

REDACTED

FORM II CONTACT COMMENTS

LAST NAME: GEORGIA STATE POLICE/ATLANTA
 DEALER: BILLY CASH FORD-MERCUR INC
 CONTACT NO: 10000000 DATE: 10/04/1993 ANALYST CODE: 20000
 FILE TYPE: LEGAL TIME: 16:28:26 ADVISOR NAME: [REDACTED]
 COMM TYPE: P PHONE REASON: LETTER CODE:

COMMENTS:

CUSTOMER INDICATED THAT HE PULLED OUT IN THE SIDE OF THE ROAD BECAUSE HE
 THOUGH THE GROSS WEIGHT THE VEHICLE WAS TOO HIGH. CUSTOMER STATED THAT HE
 NOTICED THE FIRE CHIEF FROM [REDACTED] AND HE CALLED THE POLICE
 THAT THERE WERE NO [REDACTED] AND HE STATED THAT HE WAS A POLICE OFFICER

REDACTED

COMBEN

MSB II BATES Inquiry

10/04/1993 14:32:16

VIN: 2F8P720022330

Year: 92 Model: CROWN VICTORIA

Name: CHAMBERS

Recall Description

Call#: 2100000000 06/23/1992
 Mile: 100000 08/02/1992
 Engine: 4.9L V6
 Trans: MSB 4-2

NO RESULTS

Address:

TH Plan Coverage	Option	Expiration	Signature
PY YR Description	Code	Date Miles	Date Start Top End
R 93 MSB J EXTRA		09/02/1993 10000	08/01/1993 125 45 50
MSB- 93 EXP EXTRA 3 YR: TUNING 145, RENTAL-3 5472			MSB MSB

FJ-EXIT

1000 REQUESTED INFORMATION DISPLAYED

CONTACT# [REDACTED] HDS II Contact Contact# 10/04/1993 16:21:38
 Last Name: [REDACTED] 2477200022333
 Home Phone: [REDACTED]
 Dealer: BILLY DARR FORD-MERCUR Dist/Reg: 21
 CONTACT NO: 102876896 Date: 10/04/1993 Analyst Code: 2482RJ
 File Type: LEGAL Time: 16:21:38 Analyst Name: JIRPSON
 Case Type: PHONE Micro Letter Code:
 Comments: None? N

M
 10/4
 AC

CUSTOMER INDICATED THAT HE PULLED OFF TO THE SIDE OF THE ROAD BECAUSE HE
 THOUGHT THE GRASS UNDER THE VEHICLE WAS ON FIRE. CUSTOMER INDICATED THAT HE
 NOTICED THE FIRE COMING FROM UNDERNEATH THE HOOD. CUSTOMER INDICATED
 THAT THERE WERE NO CASUALTIES. CUSTOMER INDICATED THERE WAS A POLICE REPORT.

F1=HELP F2=EXIT F3=ADD F4=PREV F5=NEXT F11=QMC L/R F12=BACK INFO
 1057 COMMENTS SUCCESSFULLY ADDED LPRDA-2

934339

REDACTED



CHRYSLER ROYAL JAGUAR Intuity 10/14/1992 16:32:16
VIN: 2FAC72800225551 Year: 92 Model: CRD VICTORIA
Name: [REDACTED]

Callb: 2762000 Build Date: 06/22/1992
Acls: NOT AVAILABLE MS: 09/02/1992
Engine: 4.6L JMC REGULAR 5/90: N/A
Trans: AWD 4 SPEED D5 GMP Count: 0

Recall Description
NO RECALLS

Message:

TR Plan Coverage	Option	Expiration	Signature			
PY YR Description	Code	Date	Date	Dmt	Low	Bed
N Y3 BEN 3 EXTRA		09/02/1993 100000	03/01/1992	125	45	30
NR: 93 ESP EXTRA 3 YR: TOWING 443, RENTAL-3 DAYS			059 SEP			

FO-KEY
1402 REQUESTED INFORMATION DISPLAYED

150012

cl



Cl/704

1224-12

1-10WK-55

EMER-625 43284



Ford Motor Company

Office of the General Counsel

PRIVILEGED AND CONFIDENTIAL

Ford Motor Company
Parklane Towers West
Suite 300
Three Parklane Boulevard
Dearborn, Michigan 48126-2668

May 20, 2002

Farm Bureau Town & Country Insurance Company of Missouri
P.O. Box 714
Nevada, MO 64772
ATTENTION: RON STEWARD

Re: Claimant: [REDACTED]
D/E: January 11, 2002
Y/Claim #: 00000079582

Dear Mr. Steward:

As you are aware our expert inspected the vehicle and site in question. His inspection revealed no evidence of a design or manufacturing defect present, which would have caused the accident to occur as alleged.

Therefore, we must respectfully deny this claim.

Please be advised that all necessary steps must be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved for trial. Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial, should litigation ensue from this informal claim.

Sincerely,

Shawn L. Norton
Claims Analyst

EA02-025 43200



FARM BUREAU TOWN & COUNTRY INSURANCE COMPANY OF MISSOURI

Claims Department, P.O. Box 734, Nevada, MO 64772 / (417) 667-5380

3/06/02

Ford Motors Company
ATTN: Shawn Norton Parklane Towers West 300
Three Parklane Blvd
Dearborn, MI 48126-2568

RE: CLAIM NUMBER: 000000019552
INSURED: [REDACTED]
DATE OF LOSS: 1/11/02

Dear Ford Motor Company :

This follows your correspondence of February 7, 2002 regarding the above-referenced claim. We have not concluded settlement of this loss with our insured, but it is our intent to submit a subrogation with Ford Motor Company at such time we have concluded settlement.

We are aware your expert has viewed the scene and we will forward our documentation upon completion of our settlement.

If you have any questions, please call me at (417) 667-5380.

Sincerely,

FARM BUREAU TOWN & COUNTRY INSURANCE COMPANY OF MISSOURI


RON STEWARD, AIC, CFI
SR. CLAIMS REPRESENTATIVE

CC: HOME OFFICE



FARM BUREAU TOWN & COUNTRY INSURANCE COMPANY OF MISSOURI

Claims Department, P.O. Box 714, Nevada, MO 64772 / (417) 667-5380

1/25/02

Ford Motor Company
Lincoln Division
P.O. Box 6248
Dearborn, MI 48126



RE: CLAIM NUMBER: [REDACTED]
INSURED: [REDACTED]
DATE OF LOSS: [REDACTED]

Dear Lincoln Division :

We insure [REDACTED] and [REDACTED] for a dwelling fire loss which occurred on January 11, 2002. The [REDACTED] home and much of their contents was destroyed, along with two vehicles insured by another carrier. Preliminary investigation information indicates this fire started in the 1993 Lincoln Town Car housed in the attached garage.

It is possible, at such time our investigation and settlement is concluded, we will be looking to Lincoln for recovery.

If you wish for a representative of your company to look at the vehicle before it is removed from the property, we will make it available until February 15, 2002. If you have not inspected it by that time, we will assume you do not wish to do so.

You may obtain directions to the property by calling [REDACTED] or [REDACTED] at [REDACTED]. If you have any other questions, please call me at (417) 667-5380.

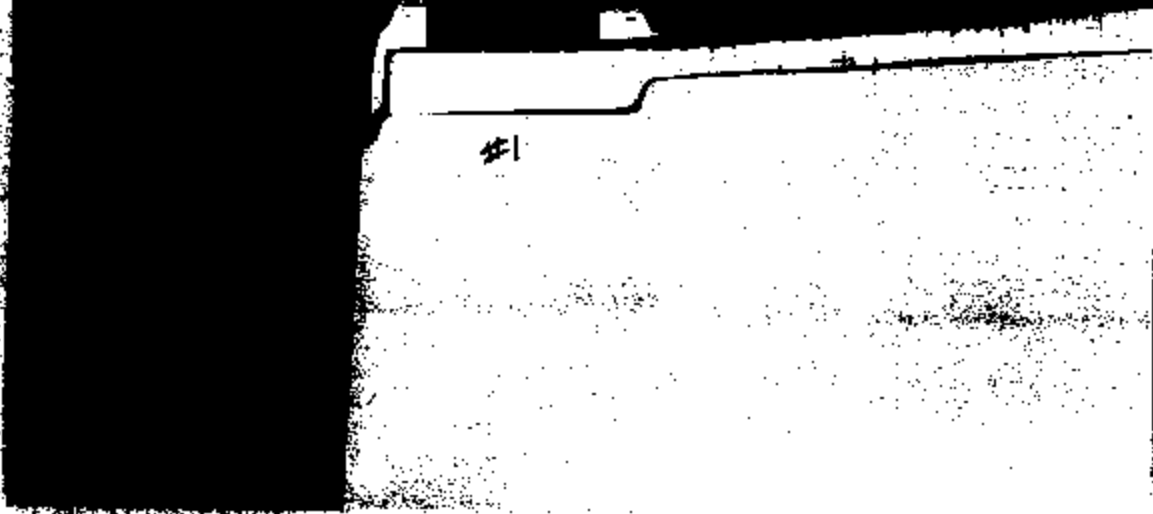
Sincerely,

FARM BUREAU TOWN & COUNTRY INSURANCE COMPANY OF MISSOURI

RON STEWARD, AIC, CFI
SR. CLAIMS REPRESENTATIVE

REDACTED

CC: HOME OFFICE

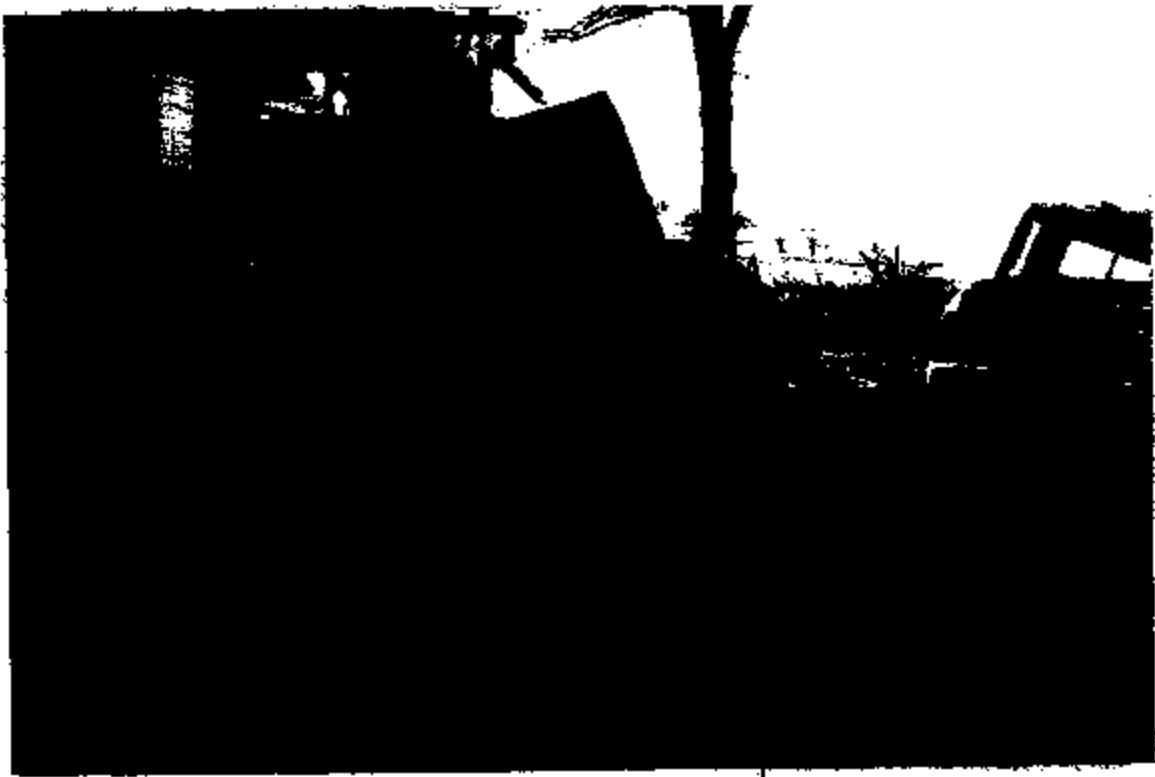


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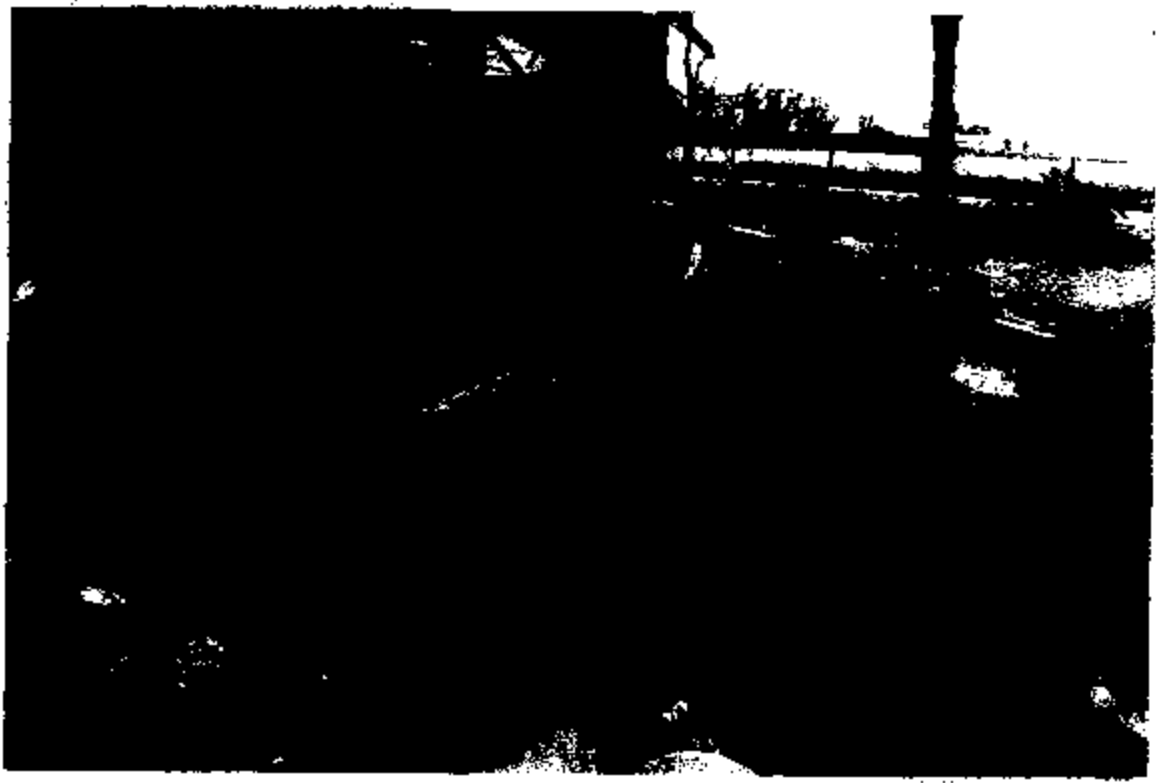
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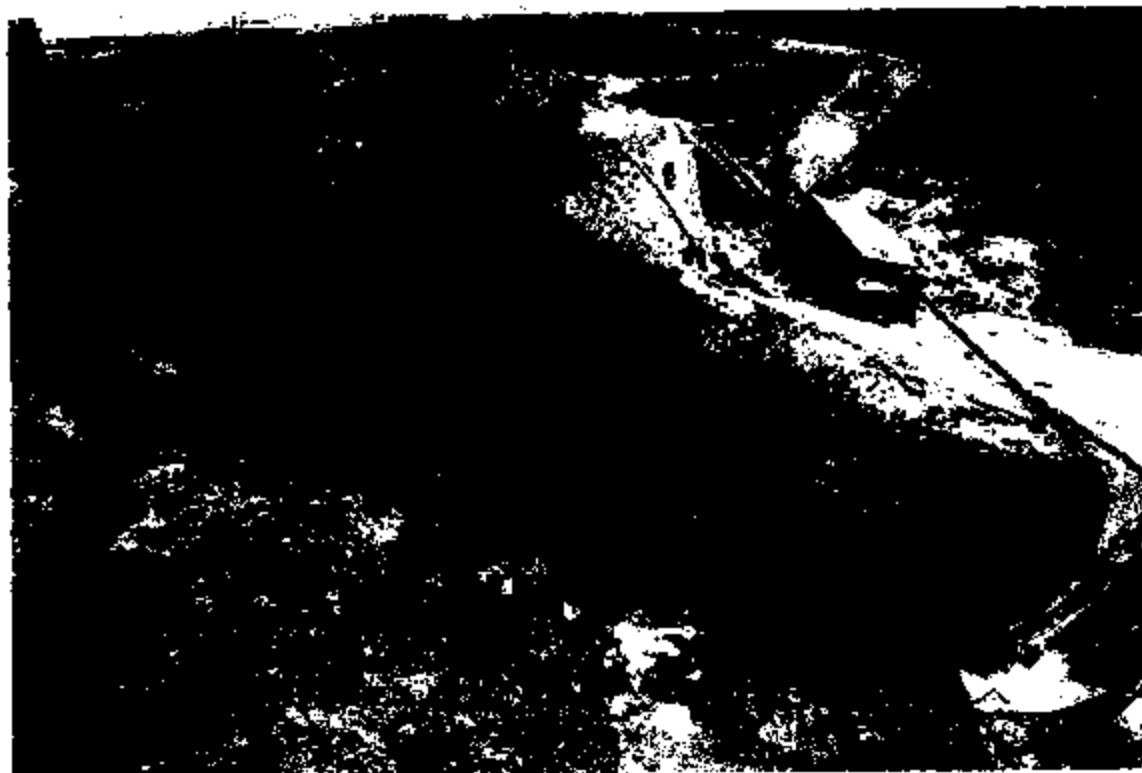




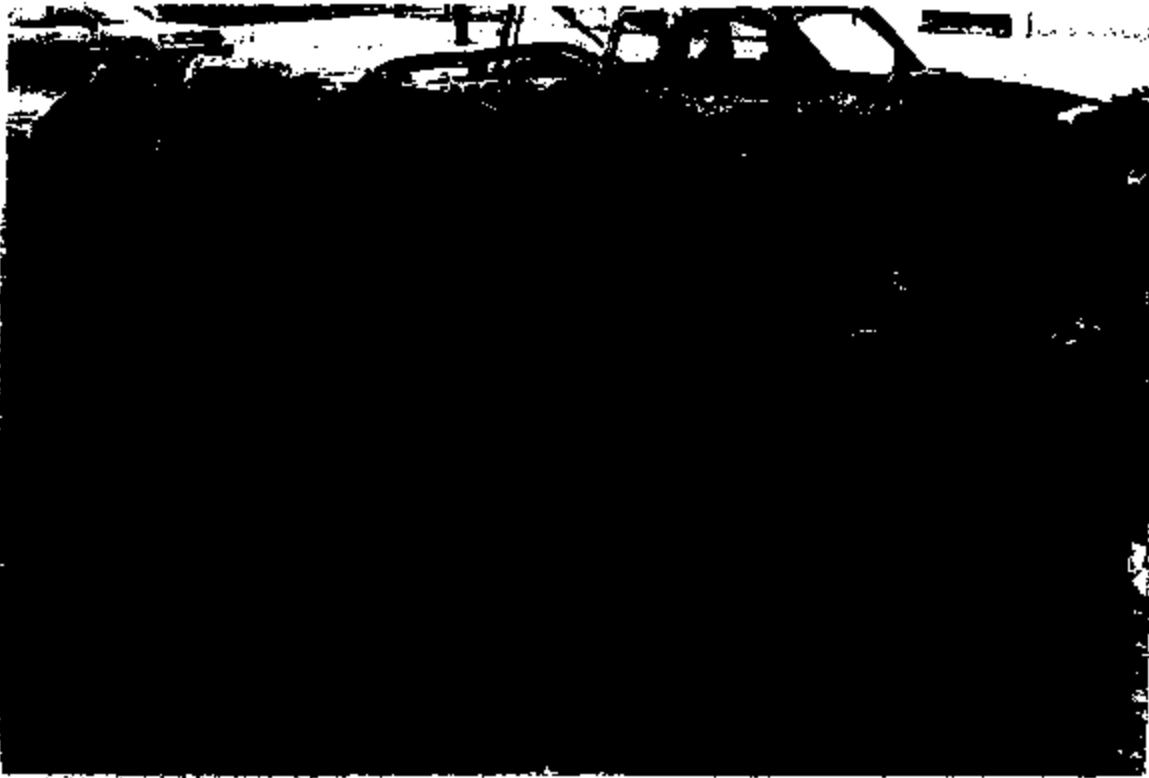
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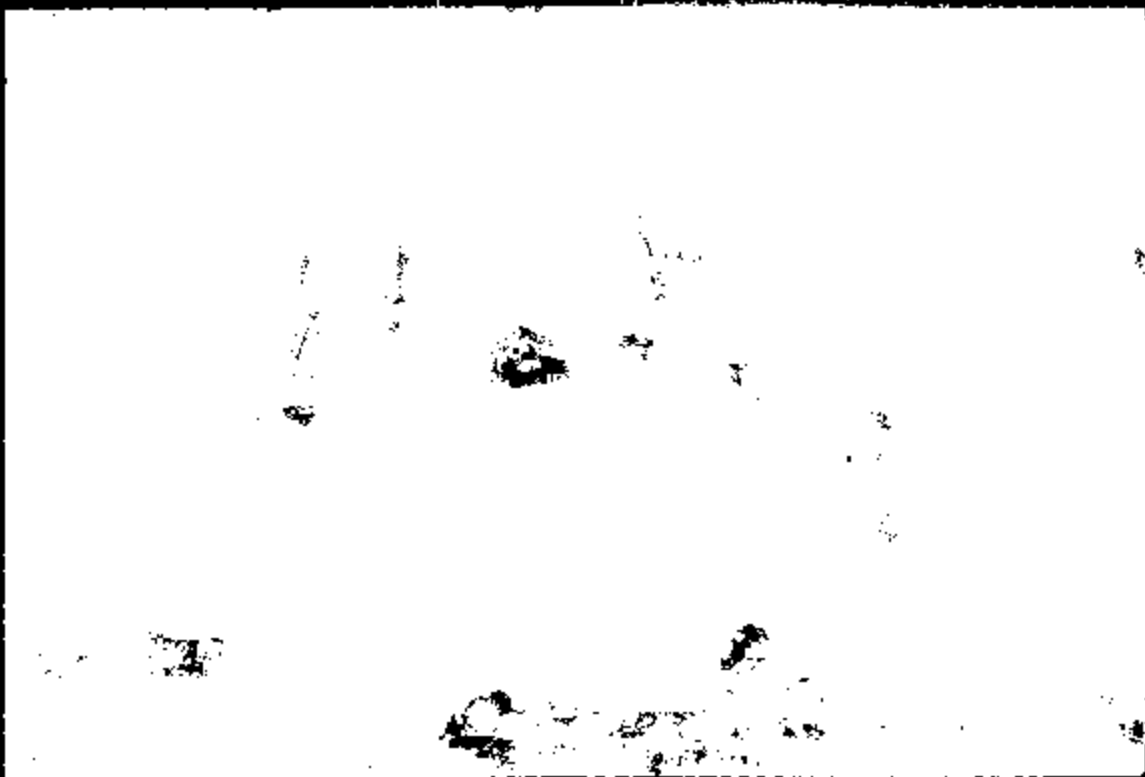








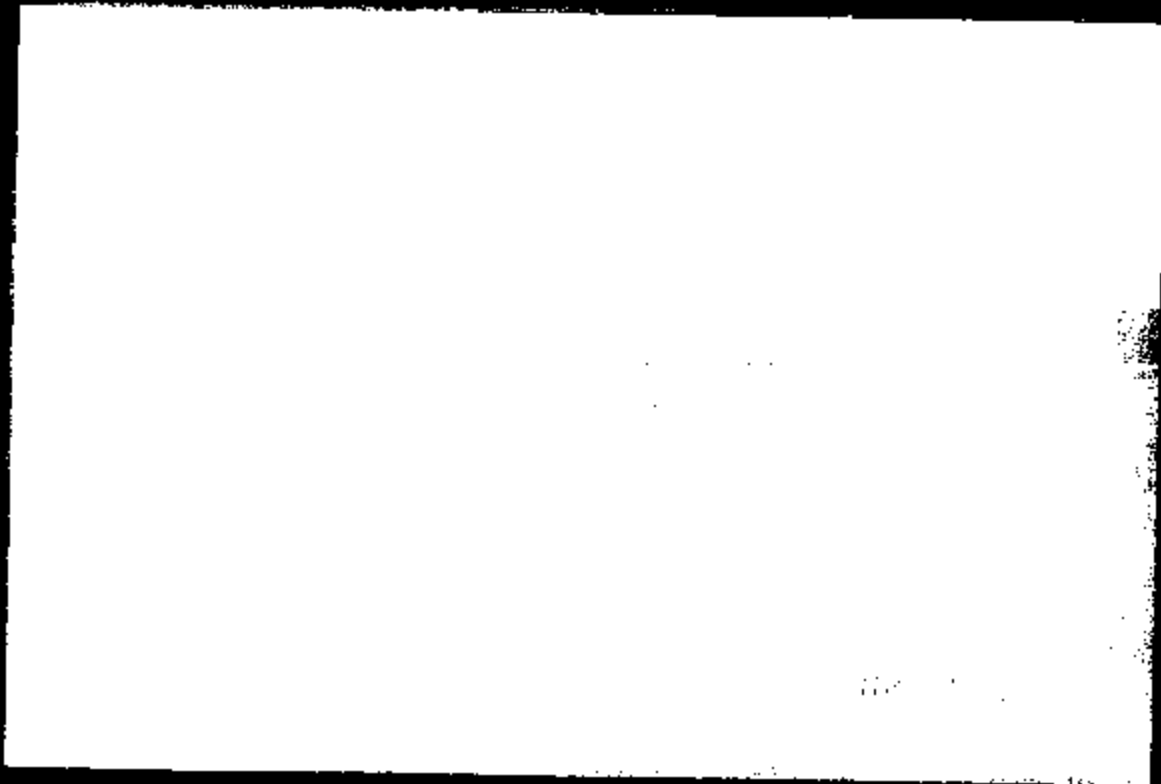
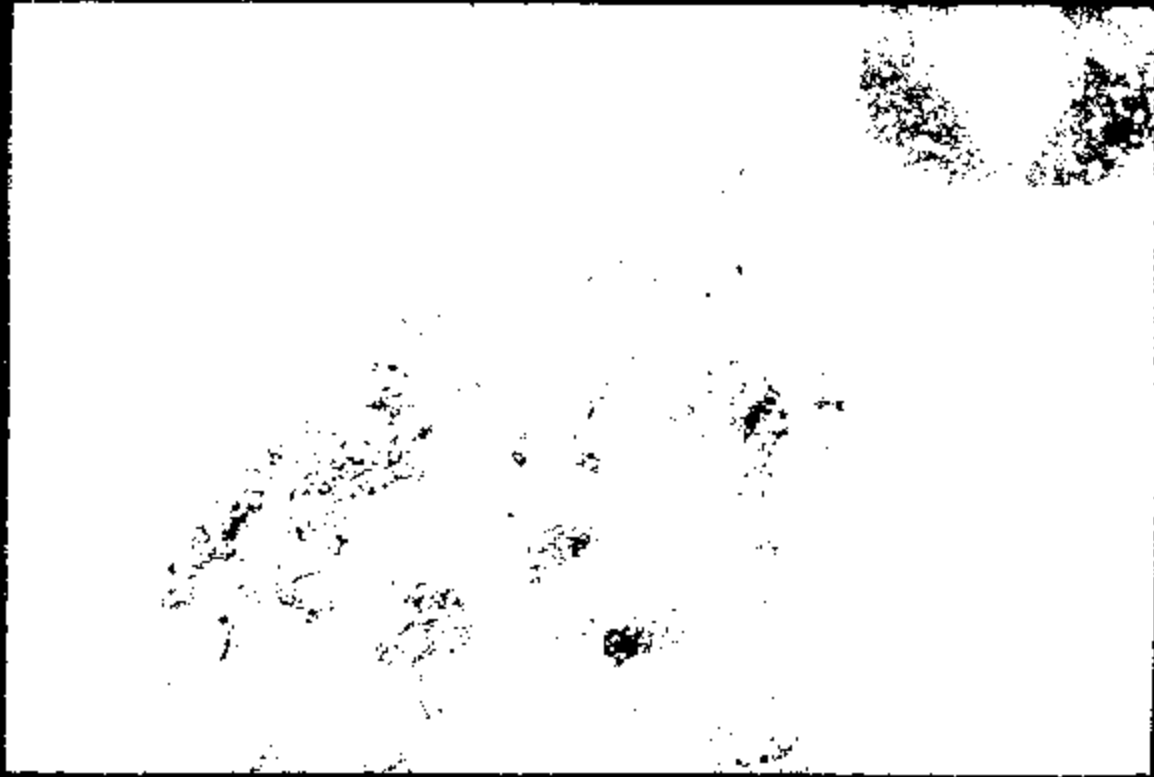
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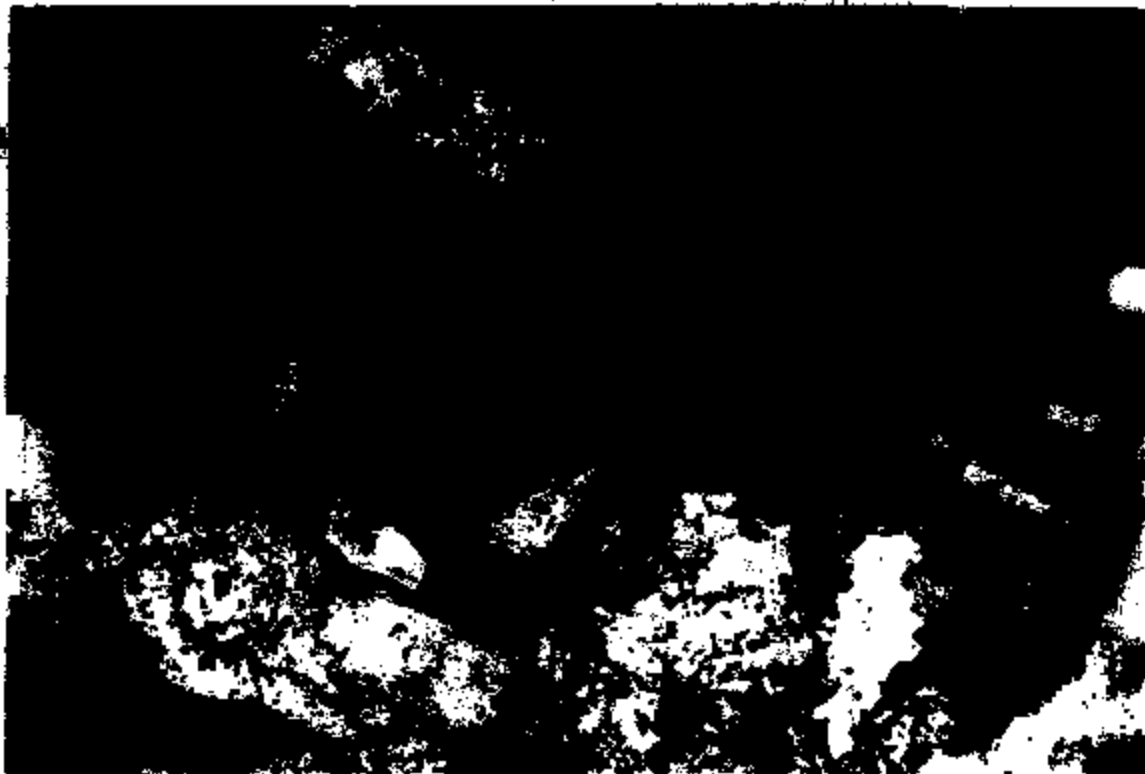






ENG2-828 43278



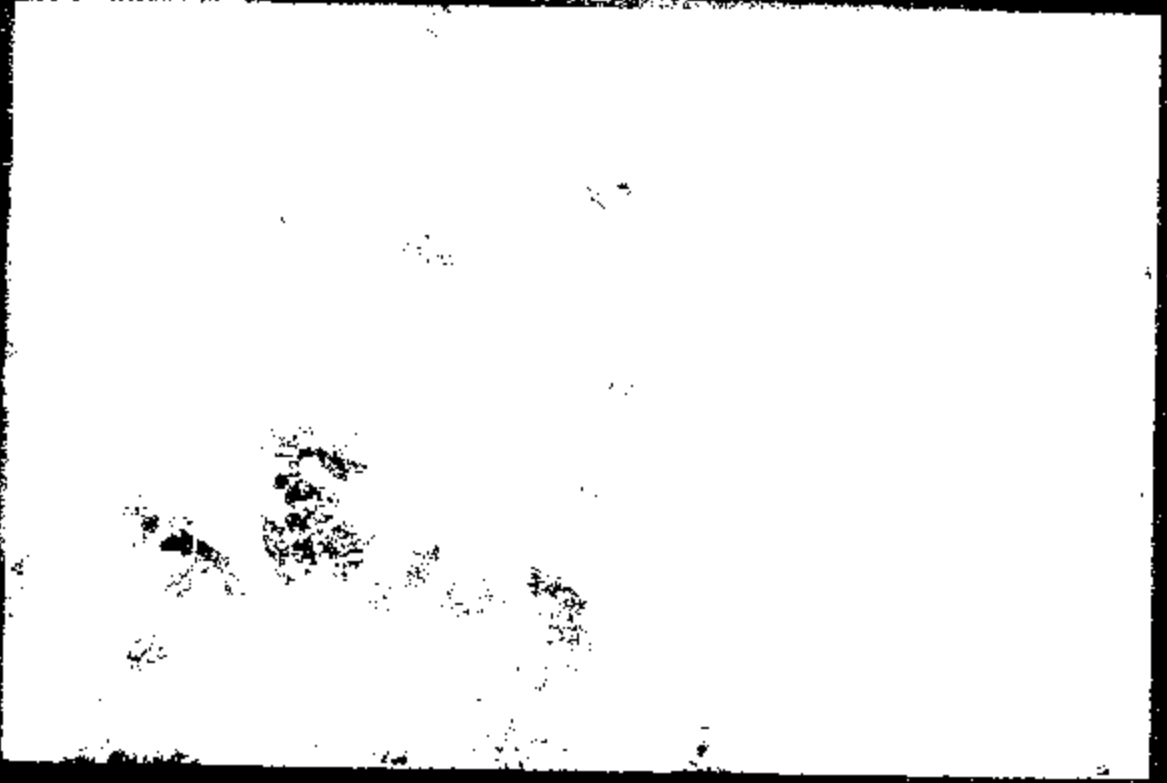


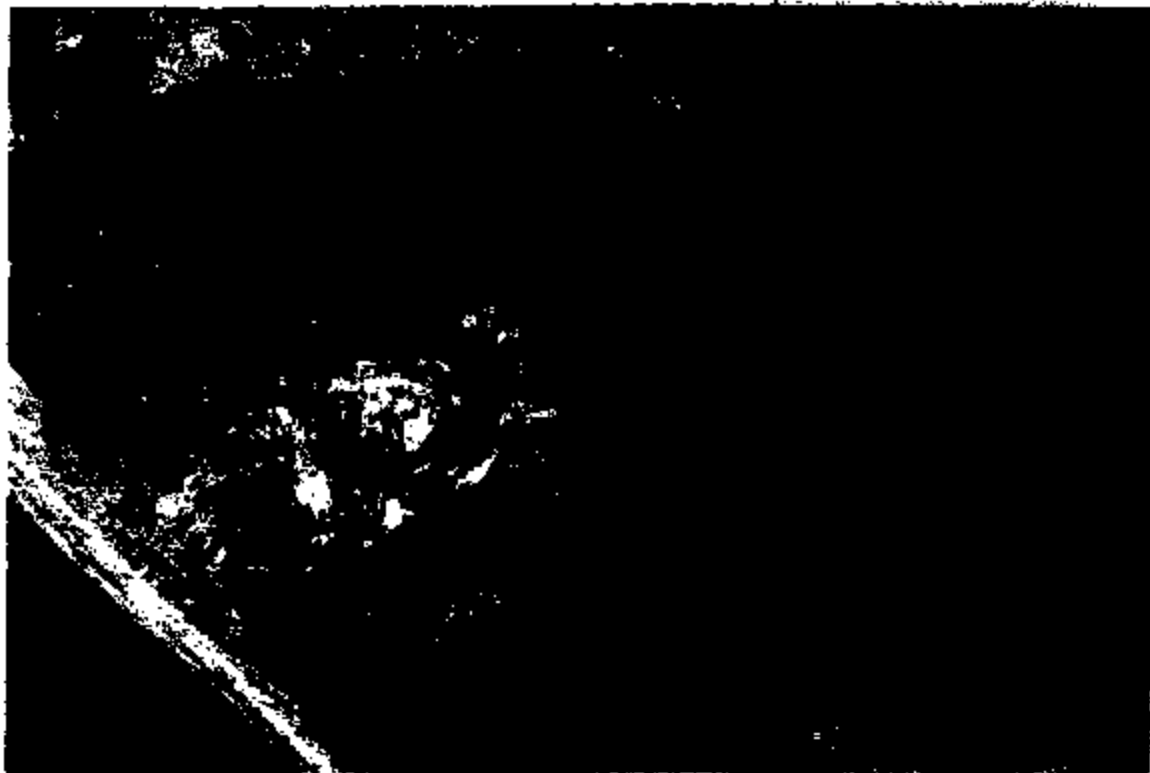
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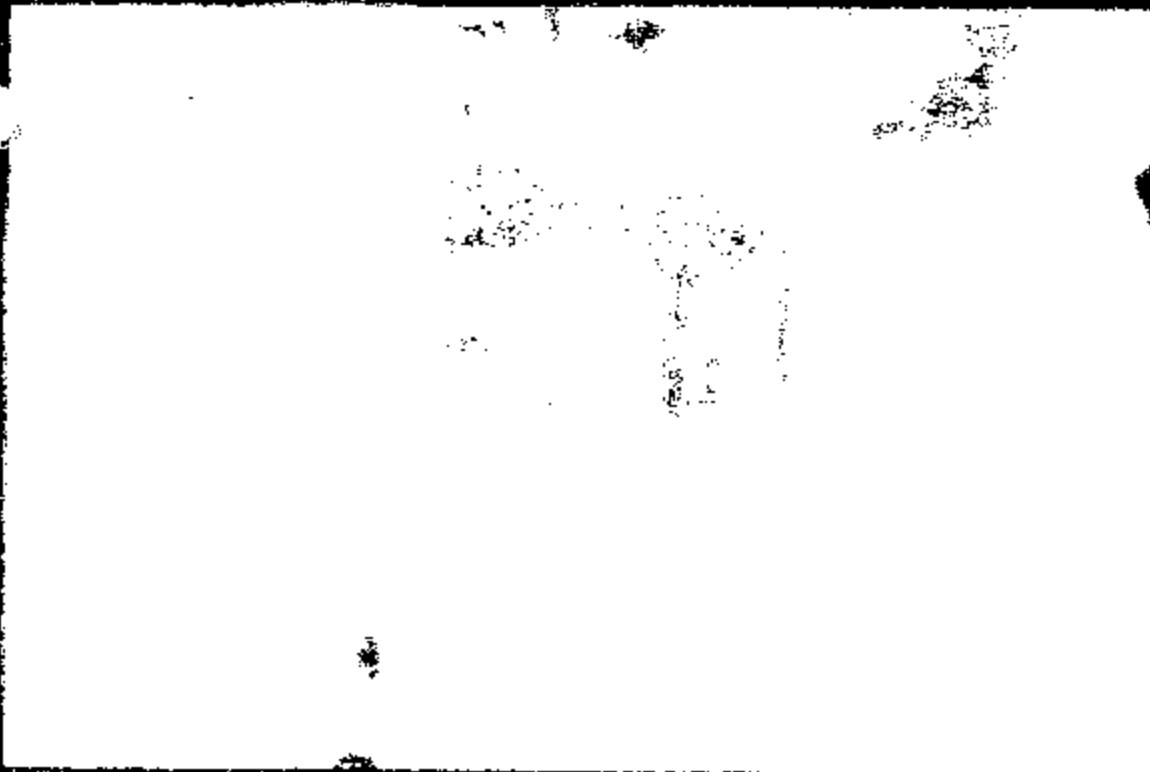




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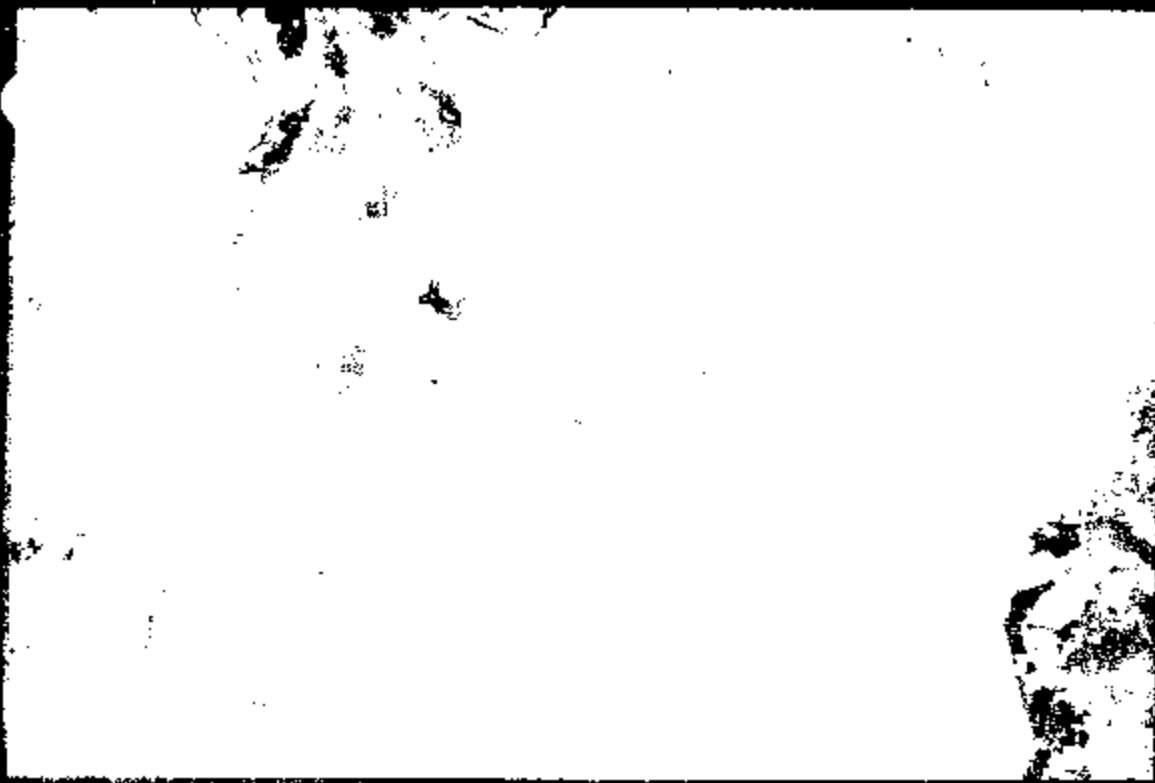


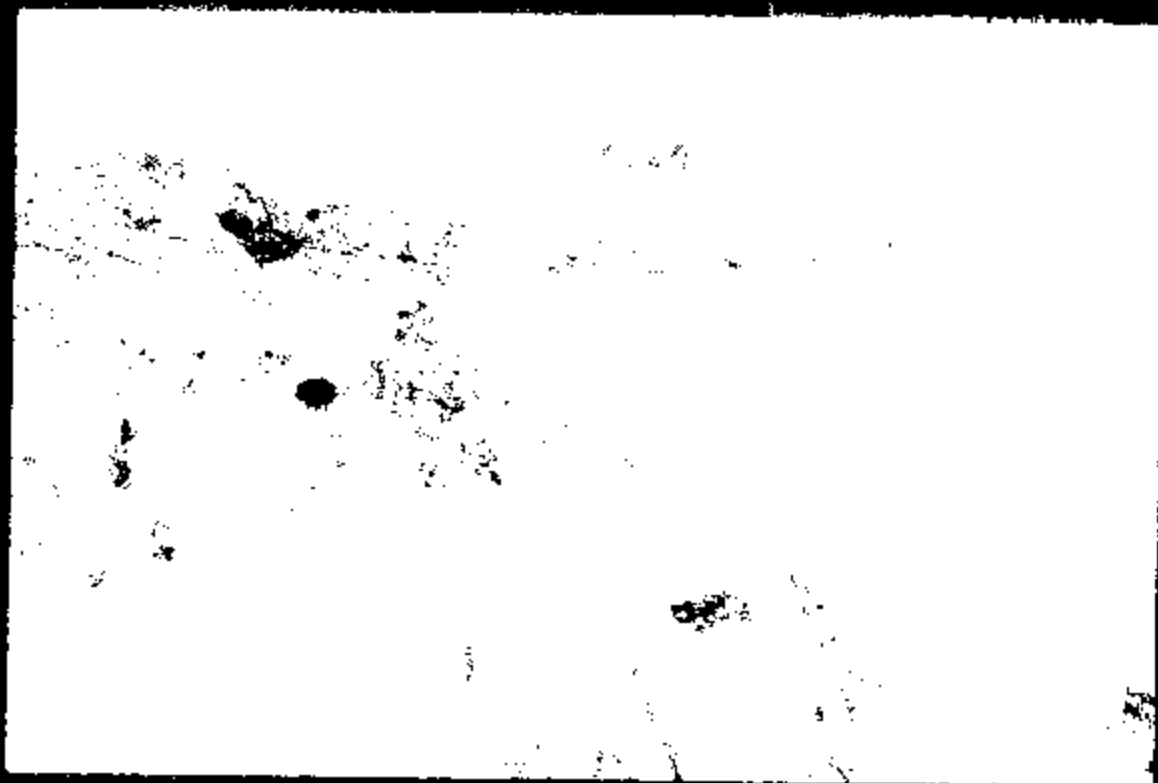


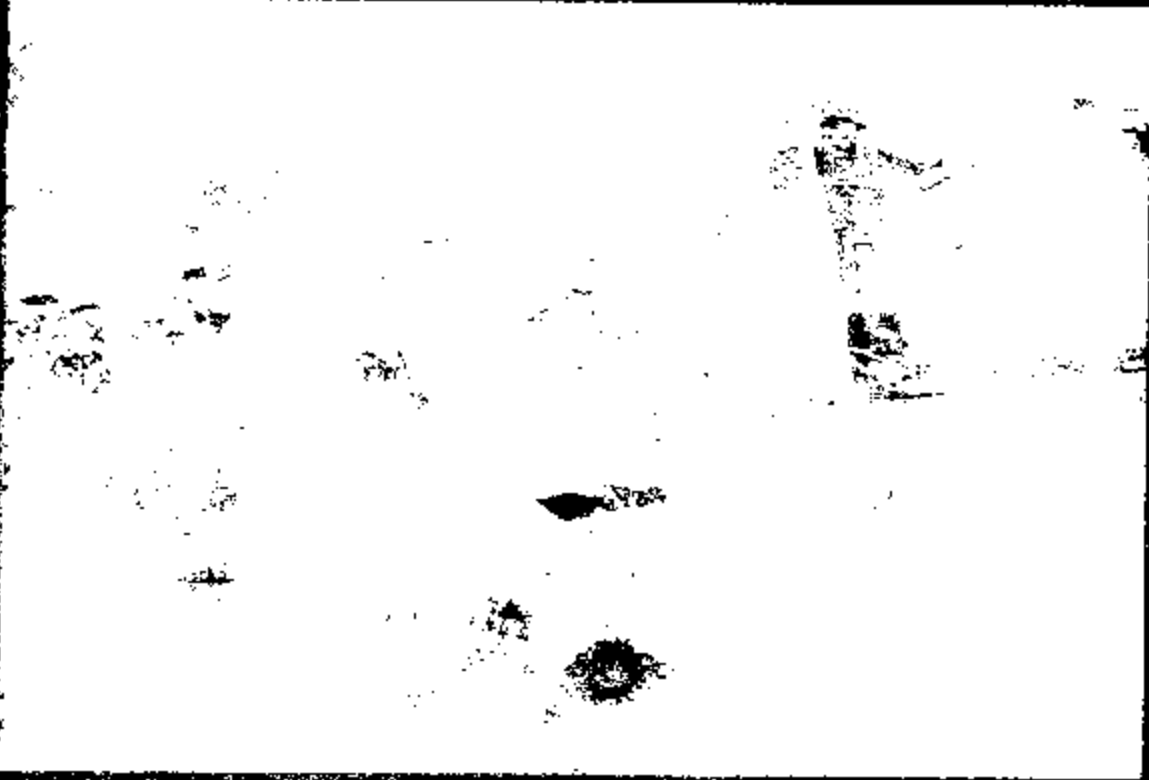




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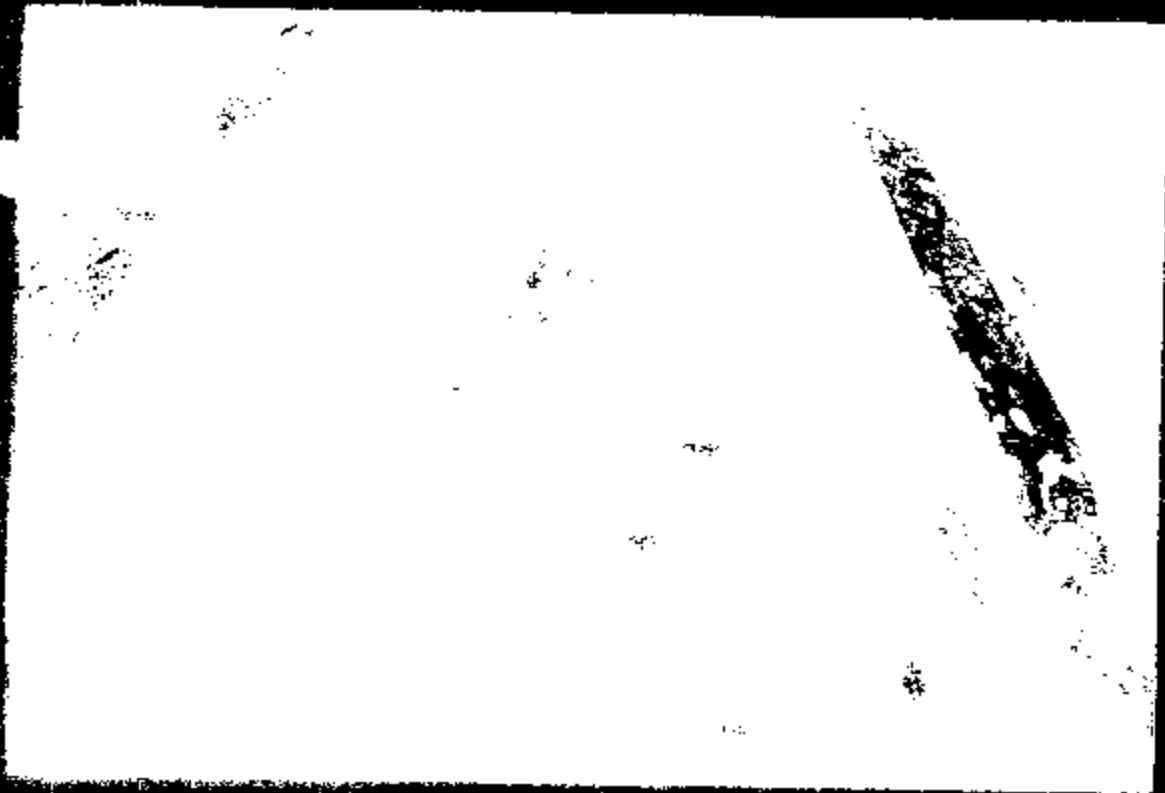












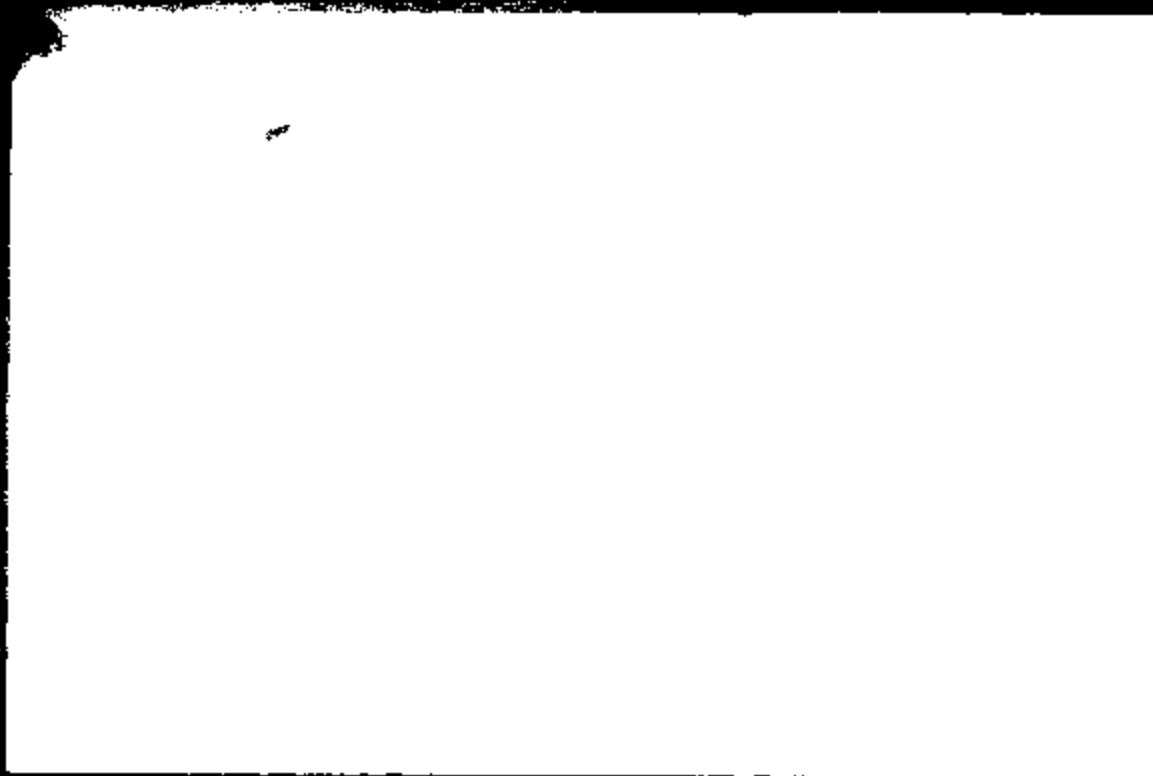
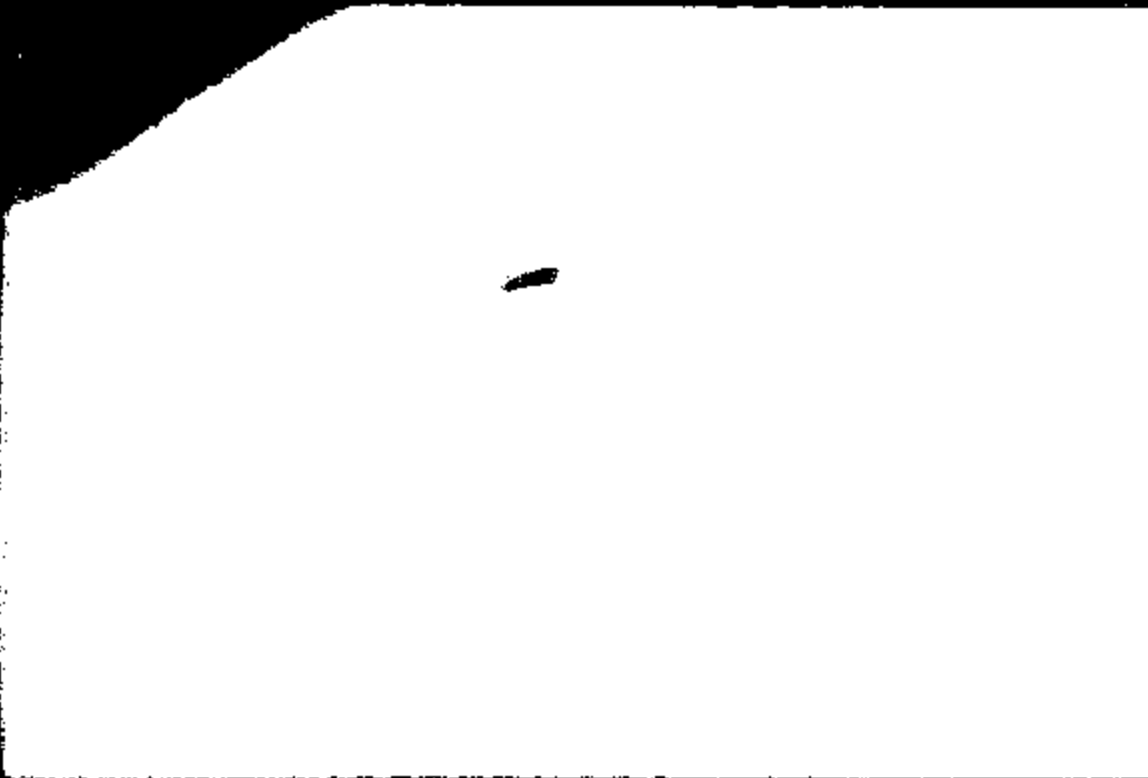
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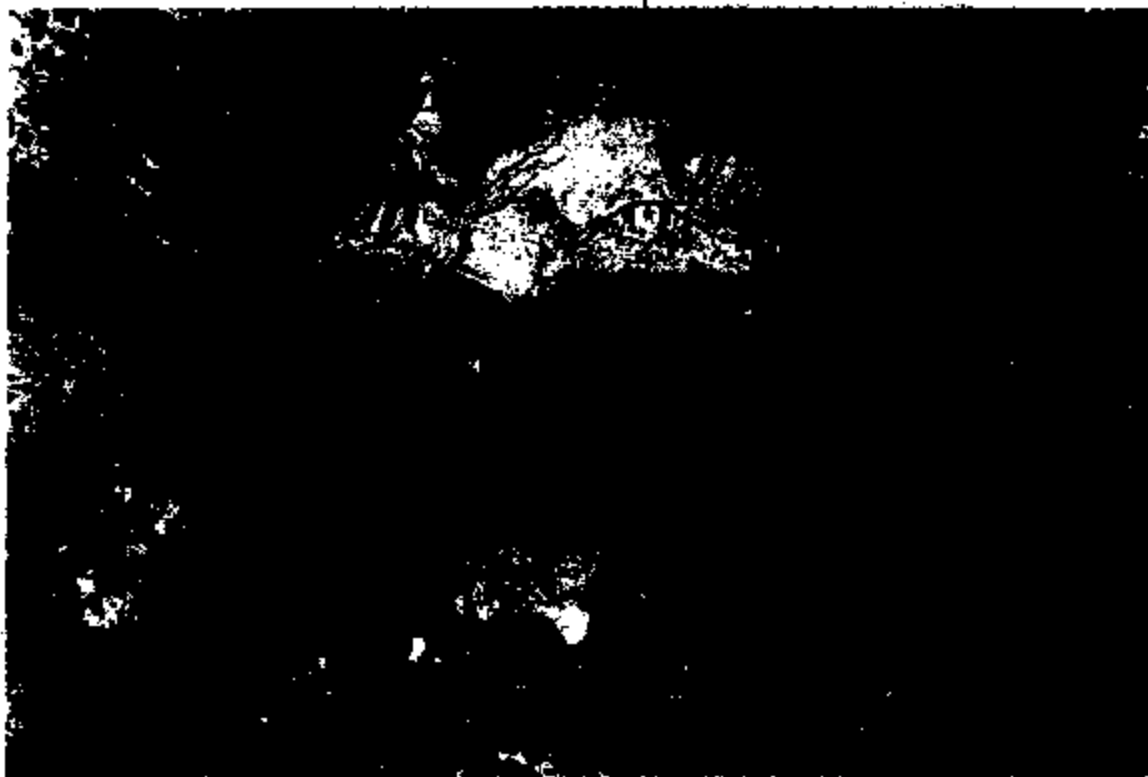


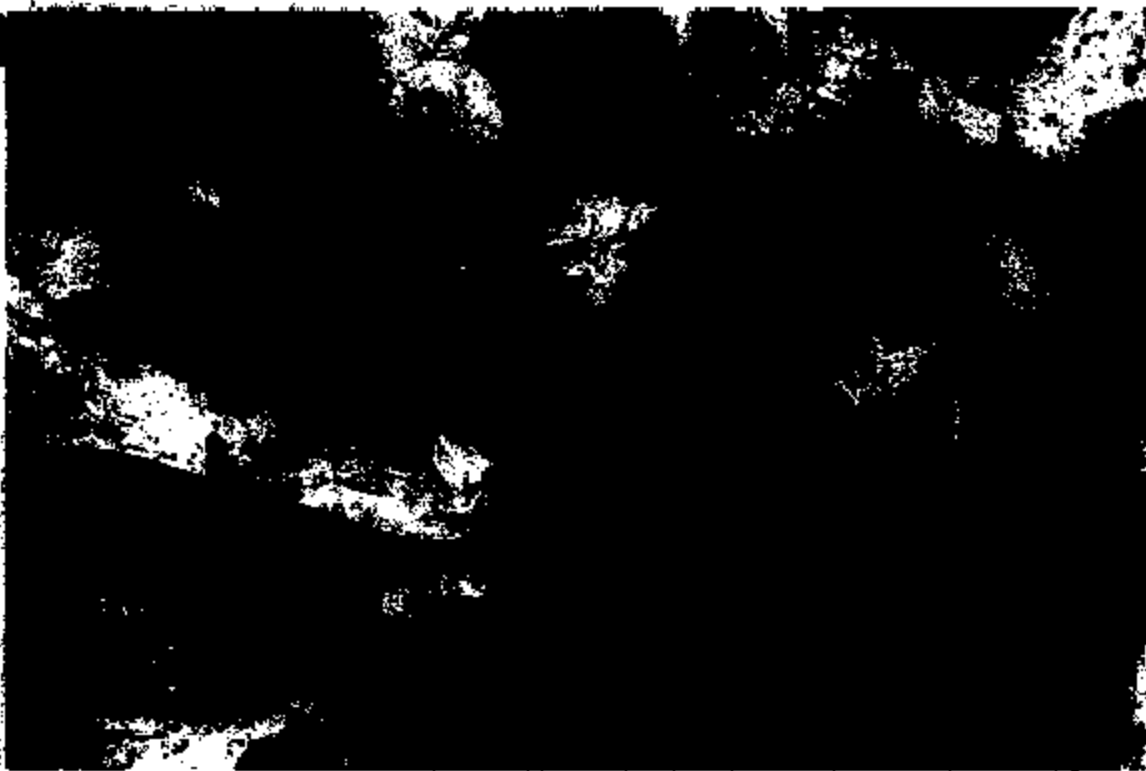
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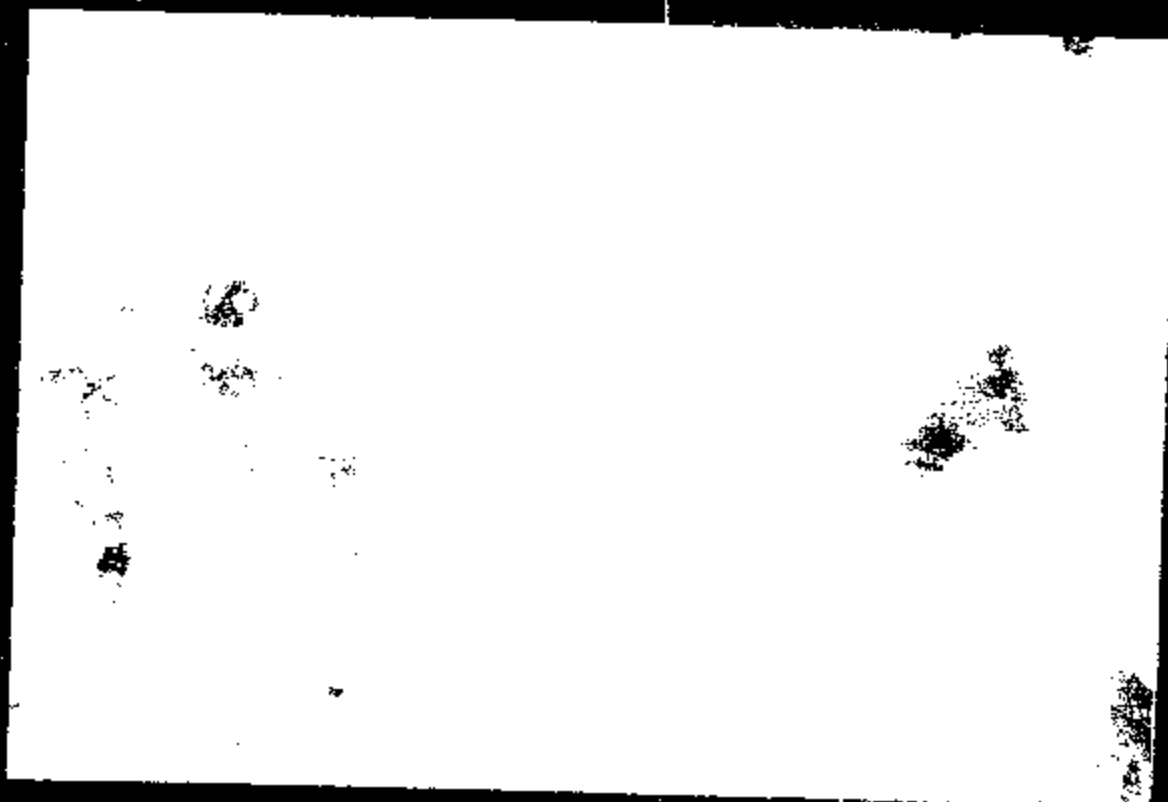






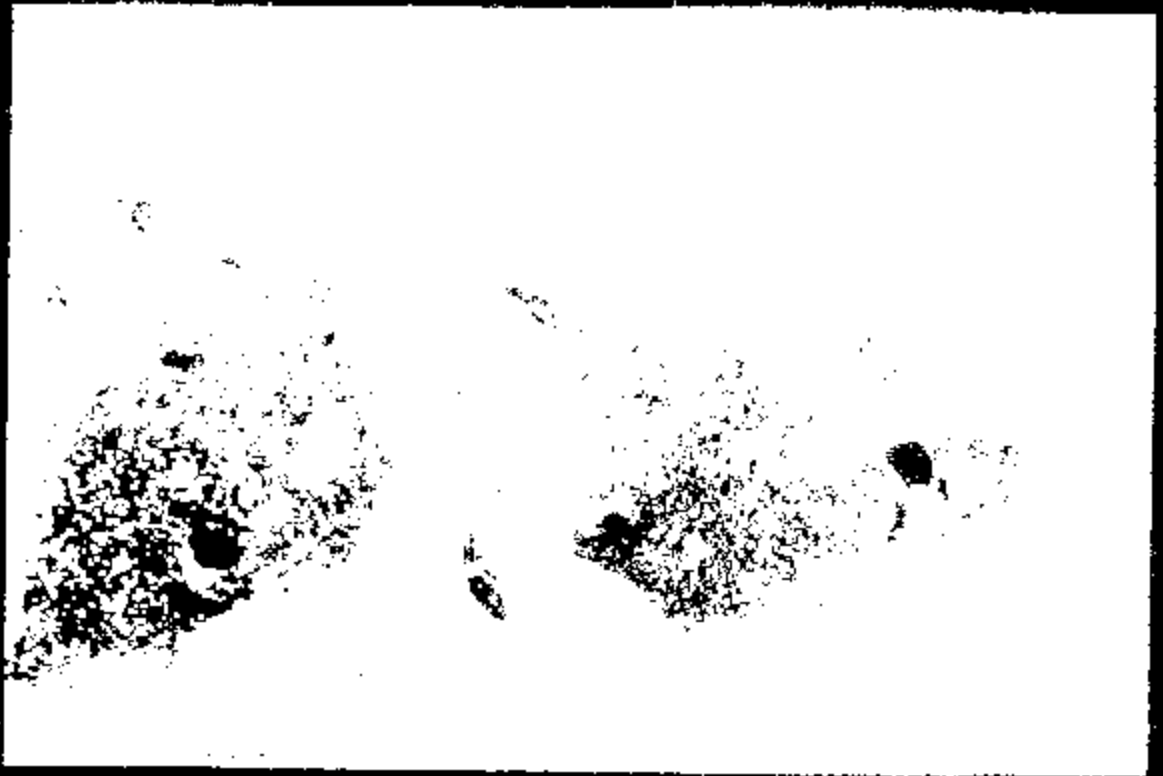


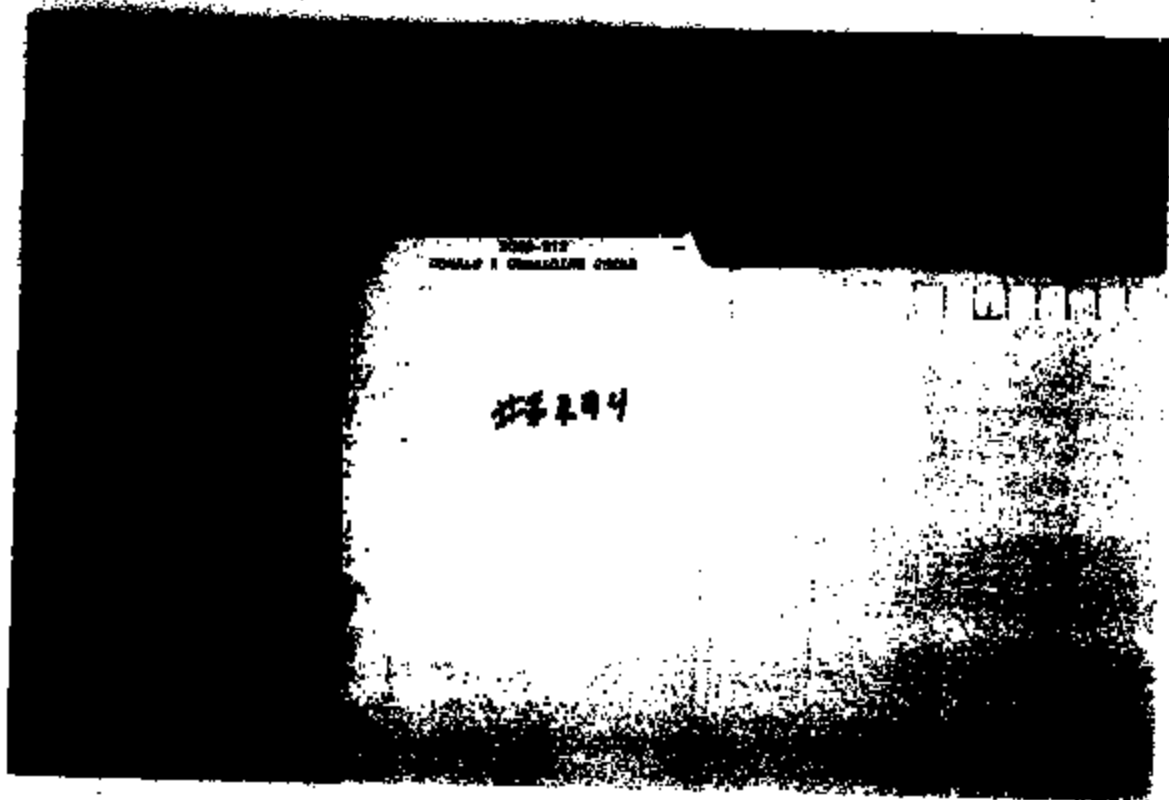
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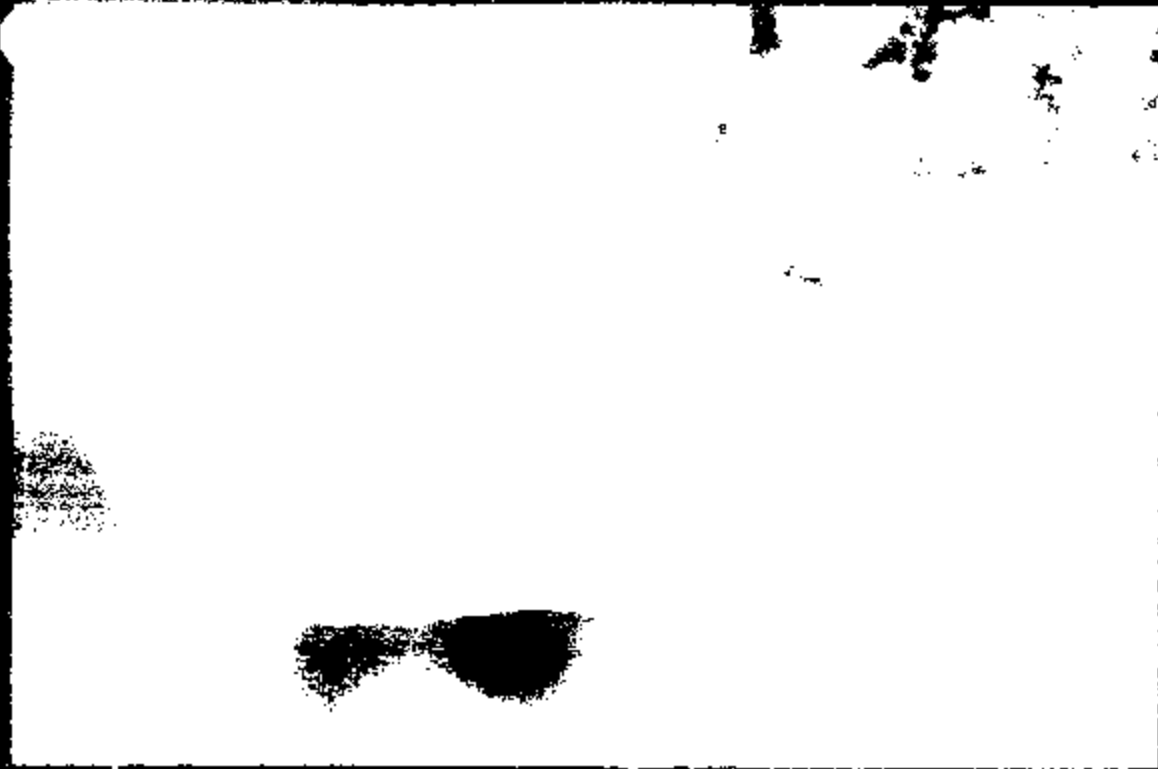








ED02-025 43005





BR02-025 4387



