

REFUSAL CONFIRMATION LETTER

January 5, 2021 Update

INSTRUCTIONS FOR USE

(This form is not to be given to customers.)

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Before Using This Form: Please see the Instructions that accompany the Refusal of Recommendations **Release** form. The "Refusal Confirmation Letter" is only necessary where the Customer or Agent has refused to sign the Release. The Refusal Confirmation Letter is "Plan B."

Purpose and Function: The purpose of the Letter is to document and confirm the events that occurred and to create a paper trail to show that you were being reasonable but the customer was uncooperative.

Execution: Replace all italicized text with the information indicated. Fax and mail to the insurance adjuster and calendar a follow-up.

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