

## REFUSAL CONFIRMATION LETTER

### INSTRUCTIONS FOR USE

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

*DISCLAIMER: This product is for general information purposes only and is not a substitute for the advice of an attorney. Non-lawyers should seek the advice of a licensed attorney in all legal matters, including verification of the fitness of this material for your particular purpose. Edward H. Cross is licensed to practice law only in the States of California and Hawaii.*

**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.