

Subject: Re: State Farm - Follow Up
From: Peter Pfeiffer <pcpfeiffer@msn.com>
Date: 12/10/2024, 4:51 PM
To: Karla Capoferri <karla.capoferri.t9ut@statefarm.com>

Today I called State Farm before reading this and they told me you withdrew my "application."

Last week I called 3 State Farm agents in Lakewood. One did not answer; the other 2 told me State Farm/they give customers the option of taking pictures or having a S.F. employee perform inspection; you did not. You also failed to wait until my policy took affect (again, did not tell me). You ignored information that my new roof would be put on before 12/26 start date. Ms. Vanags lied that the contractor called and left a message; no call to either of my phones. Even a message would not mean asked/obtained permission for inspection. Your contractor failed to provide name/company/phone information on card left behind. He lied about knocking on door. Ms. Vanags said 'I use him often'/'I have used him.'

You specifically told me you/your agency/State Farm will not perform an inspection without contacting me. You also said any potential discrepancies will be discussed and/or may be corrected.

None of the employees in your office failed to stop the criminal trespassing. Please provide his name and company. I assume you will press charges as will. I hope you will explain to me and the deputy your involvement.

I have funds and I have offers and in fact another, perhaps temporary, policy. I am going to do everything I can to stop your agency and Ms. Vanags from doing this to other prospects or customers.

I had delayed a D.O.R.A. complaint. I think a civil lawsuit is possible as well and I will inform Ms. Vanags separately.

And it seems the damage caused includes Ms. Welch and others.

I have spoken to other State Farm agents and... Be careful with additional lies and obstruction. I sought and may still seek another agent as I am entitled to appropriate customer service.

Peter Pfeiffer

P.S. Since I have not refund I will dispute the false charges to my credit card. I do not want and will not receive a check.

On 12/9/2024 4:13 PM, Karla Capoferri wrote:

Peter,

We received a message from State Farm agent April Welch that you want to transfer your policies to her office. There are no policies to transfer the homeowner's policy was withdrawn Dec 6th when the survey could not be completed. The refund will be processed this week.

Thank you,

Karla Capoferri | Personal Account Representative

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Michele Vanags State Farm
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