

Subject: Case #298521

From: Peter Pfeiffer <pcpfeiffer@msn.com>

Date: 4/4/2025, 8:31 AM

To: shawna.bailey@state.co.us

CC: Michele Vanags <michele.vanags.r5d6@statefarm.com>

Good Morning Ms. Bailey,

I asked about sending an email to you vs. uploading evidence to the portal when we spoke briefly last week. I'm sending this in a more personal email.

I received a reply, not from Ms. Vangas, but from Richard Hsiung in Bloomington, IL dated 3/11/25 and received about ten days later.

Let me include a personal background paragraph first. I worked in law enforcement and have legal training and experience. I also have experience in D.O.R.A. complaints such as this; I am pursuing this before potential legal action. Complete evidence is here: <https://pcpfeiffer.org/different-kind-of-insurance-fraud>. This is a rampant problem in Colorado which (I feel) needs to be addressed. As I wrote in my one previous email to you (2/26/25 also cc'd to Ms. Vangas with no reply), this is a case about extortion. It is not extortion in the usual, legal sense.

This is an easy case for me because the evidence is so clear and case is simple. Mr. Hsiung's reply is lies and cover-ups; he addresses and he apparently knows nothing of the case. It is evasiveness to the extent of lies. He and Ms. Vanags--who has not replied at all--are lying to this investigation. It could be called perjury.

Once again, everything in the letter is nonsense. I will summarize:

Paragraph 3. This application, per previous facts was withdrawn by Ms. Vangas at Thanksgiving, then covered-up by changing the date, because she couldn't handle deal with the offenses.

Paragraph 4. Surveys in Colorado require 10-day certified mail notice. Survey, inspection, electronic data collection, it is all very evasive. He does for the first time admit to an unsupervised subcontractor. He does not address criminal or civil trespassing or eavesdropping or video recording without permission.

Paragraph 6. It is already covered and proven that the vendor about contacting me--this never occurred on either of my phones, email, or otherwise. He has not shown he reached in addition.

Paragraph 7. More lies. I was sitting at my desk some 20 feet from my front door; no one knocked or rang the bell. Someone left a not filled-out hanger. He appeared filming me in my office. He claimed to be a State Farm employee. I asked for his card and name and he ran away. He may have damaged my driveway. It was snowing hard the day before Thanksgiving (a month before my policy was to start). Ms. Vanags was hostile and to this day still responsible.

Mr. Hsiung--and Ms. Vanags--fabricates: The surveyor then identified themselves, shared their credentials and explained the reason for their visit." I asked for an explanation of his visit and tasks and he refused. He did not ask for, nor provide evidence of, permission to take pictures or film. Mr. Hsiung and Ms. Vanags must provide this in writing to me and to you (Ms. Bailey) and your agency. This is the issue. They do this regularly without consequences and 24/7, unannounced, unsupervised, and without permission trespassing, eavesdropping, and filming well beyond the scope of any insurance policy. Per their own data policy(ies) they are not allowed to do it. They have not addressed and I

have asked-for, specifics of how such an outside vendor's data use is monitored--I want the video. And I am still waiting for someone to identify the on-site perpetrator.

The rest of his letter is irrelevant boilerplate.

Dated March 13, the envelope contains another completely evasive response letter from Iris Kirksey, "ECC Supervisor" also in Bloomington. These are like internal memo prepared by looking a computer screen. Their purpose appears to be to delay and derail this investigation.

In a nutshell, it is a clear chronology of the financial crimes of the agent and organization. Over and over they failed to issue a refund and continued to try and bill me. Ms. Kirksey doesn't even mention Davesha Brown. It didn't stop until I forwarded the latter's email to you.

Ms. Vangas still has not addressed why a member of her staff also promised me a refund, which never occurred, why she and her company has continued to bill me, nor why I still receive undated, bulk promotional mailings from her (last received 3/15-17, with her phone number and email address on the envelope!) Yet, she is knee-deep in this and refuses to even reply. I still remember the occasion she called to yell at me: "I have a masters degree!" she said authoritatively. The email from that day confirm her rage. (FYI, several other State Farm agents also complicit are referenced on my webpage.)

Since Ms. Vanags is not disputing the letters or providing real evidence she is a part of the lies and the conspiracy. Contributing to and enforcing illegal company policies is not a defense, and I say that to all State Farm agents. My webpage includes statutes.

This email will be uploaded to the evidence page on my website in PDF form.

Again, mine is just one complaint. Obviously other consumers are being violated in the same way. Thank you.

Please contact me if I can be of further service.

Sincerely,

Peter C. Pfeiffer

Evergreen, CO