

March 13, 2025

Peter Pfeiffer
30545 Roan Drive
Evergreen CO 80439

State Farm Insurance Companies
PO Box 2320
Bloomington, IL 61702-2320

Re: DOI File Number: 298521/SLB
Complainant: Peter Pfeiffer
Claim Number: N/A
Date of Loss: N/A
Policy Number: 86-K0-2855-7 F
Company Name: State Farm Fire and Casualty Company
NAIC: 25143
Policy Period: 12/26/2024-12/26/2025

Dear Mr. Pfeiffer,

Thank you for the opportunity to respond to your inquiry filed with the Colorado Department of Regulatory Agencies, Division of Insurance. We look forward to addressing your questions regarding billing received for a policy that does not exist.

On 11/22/2024 application for policy 86-K0-2855-7 was added to account 128-0798-964 with effective date of 12/26/2024. The estimated premium quoted was \$2552.00 for the annual policy and down payment of \$212.63 was processed on 11/22/2024. The account was set up as a monthly.

On 01/07/2025 January bill generated for \$212.63 due 01/26/2025. On 01/08/2025 payment processed on 11/22/2024 was returned for reason non receipt of service.

Transaction Details			
Return of \$212.63 on 01/10/2025			
Transaction Source : BANK		Payor : PETER PFEIFFER	
Account of Deposit : MCA- MERCHANT CLEARING ACCOUNT		Deposit Number:	
Payment Office : ISO-West			
Description : 128-0798-964 - BILL - MONTHLY			
Additional Policy Information	Financial Transaction Information	Agent Information	Audit Information

Financial Transaction Information	
Payment Method : Credit Card	Reference Number : DT98P3MS
Payment Info : Returned for reason - Non-receipt of Serv/Serv not Rendered. Credit card amount \$212.63	
Bank Information :	

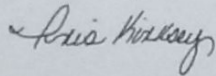
Since billing had not received the cancellation details, on 02/07/2025 February bill notice generated for \$657.97 for 3 months of premium at \$212.63 plus the \$20.00 return fee. On 02/10/2025 billing received the details for policy not being issued and the return fee was not charged.

No premium was collected on the account and no refund of premium was processed when account closed (displayed below).

Bills & Payments		Billing Account: 128-0798-964		
Type	Process date	Amount	Effective/due date	Account/Policy
Application	11/22/2024	2552.00	12/26/2024	1280798964 / 86-K0-2855-7 F
Paid	11/22/2024	212.63	11/22/2024	1280798964
Bill	01/07/2025	212.67	01/26/2025	1280798964
Return of down payment	01/08/2025	-212.63	01/08/2025	1280798964
Bill	02/07/2025	657.97	02/26/2025	1280798964
Cancellation	02/10/2025	-2552.00	12/26/2024	1280798964 / 86-K0-2855-7 F
Late fee removed	02/10/2025	-20.00	02/10/2025	1280798964

If you have any additional questions regarding this matter, please feel free to call Cassandra Davis, ECC Specialist, at 205-944-4665.

Sincerely,



Iris Kirksey
ECC Supervisor
State Farm Insurance

Cc:

Colorado Department of Regulatory Agencies, Shawna.bailey@state.co.us and dora_co_response@state.co.us

Attachments:

N/A