

To Whom It May Concern,

My name is Jeffrey L. Jones. I am a 65 year-old pastor in Ellensburg Washington. My car is 2016 Honda Civic LX in very good condition. I was involved in an auto accident at SeaTac Airport on November 3, 2024. A limousine came up from behind in the load/unload zone hit my open passenger door, rendering it severely damaged.

I contacted my insurance company, Travelers Insurance, and was instructed to get three bids for repair. I did so and chose the middle of only three available within 40 miles... which was Pro-Star Collision in Ellensburg Washington.

From the get-go, my experience with Traveler's was nothing short of a nightmare, and I was going through a very hard time personally, and this exasperated all my energy and robbed me of any peaceful resolution.

In fact, I have a small claims court hearing against Travelers that will be heard by our local Judge/Commissioner on September 5, 2025 in Ellensburg Washington in the amount of \$1700.00.

Travelers Insurance methodically wore me down by unfairly refusing to listen to my concerns, as well as the advice of Pro-Star Collision. They tried to force my hand in accepting a wrecking yard replacement passenger door. This would have brought more labor, time and hardship... as well as a 70% chance of a return visit to have the door repaired in the future. It was thoughtfully and reasonably explained to me by the few auto body shops that I contacted that putting a OEM replacement door is the only correct method of repairing this type of damage on a car.

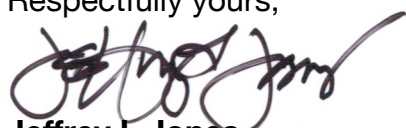
When it came time for them to issue the final payment to Pro Star, they refused to pay Pro Starr collision \$1700.00 which I then was forced to pay out-of-pocket. This is why I am suing them for that amount. The emotional hardship, time and hassle is worth more than *triple* that amount.

It is not fair to myself or to any other consumer to be treated like this by an insurance company.

In my opinion, there needs to be major reform in the insurance industry! We are literally throwing millions of dollars down the drain in unfair payments and lowered industry standards. They only person that pays the "mortgage" for the bottom line, the profit margin... is ME.

If you need more information about my particular case, please email me at Jeffrey L. Jones at **revelation410@icloud.com** or reach me via cell phone at **509-964-6543**.

Respectfully yours,



Jeffrey L Jones