

From: Ignaszewski, Rina [[mailto:](#)]
Sent: Friday, June 30, 2017 10:56 AM
To: Linda Sole
Subject: RE: [REDACTED]

Hi Linda,

I wanted you to know that I have made the payment and I am waiting for my manager to release it to Branch which should be at some point today.

I also wanted to thank you for your kindness and compassion through this process that I had absolutely no idea what I was doing. Without you God only knows what would have happened to this claim. You guided me through getting Emerald to do all the testing and constantly made sure I knew what was going on every step of the way. Branch is so lucky to have an employee like you that cares about their customers and treats them as if they were part of the family. I am so upset that our claim is completed and we probably will not talk for a while but you know that the next claim with asbestos that I get Branch will be my first call just so I speak with you again.

I have never worked with any organization that I had such a good relationship with and that is all because of you!!!!!!

My best to you!!!!!!

Rina Ignaszewski

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