

PATRICIA M. BLOEBAUM

7236 OLD KINGS ROAD SOUTH * JACKSONVILLE, FL, 32217 * 904/733-6751

November 7, 2016

Enclosed please find information regarding my claim with State Farm Insurance, regarding a specious claim from Quality Plumbing of Florida.

I believe the enclosed letters should be self-explanatory, but if you should have questions, please call me at my number above.

PMB

PATRICIA M. BLOEBAUM

7236 OLD KINGS ROAD SOUTH * JACKSONVILLE, FL, 32217 * 904/733-6751

November 7, 2016

Mr. Brian McGuinness
Law Enforcement Detective
Fraud Division
921 N. Davis Street, Bldg-B-149
Jacksonville, FL 32209

Dear Mr. McGuinness,

I am writing this because you did not respond to my telephone call or email after your visit to our home last week.

I am requesting that you re-open the investigation into the Quality Plumbing people.. Here are the reasons for my decision NOT to let the matter drop.

First, I was taken a bit by surprise when you told me that you had talked to the plumber and you appeared to believe what he told you. You seemed to be saying that it was all a misunderstanding, because he told you what he wanted you to think were the true facts of the case. After our entire conversation eventually sank into my brain, I realized that he had lied to you—not only once, but twice.

You showed me the pictures of the damage to the wall surrounding the plumbing pipe in our second bathroom, and (if I am recalling what you told me correctly) the plumber said he had found it necessary to go into the wall to check for water damage. I can tell you right now--he lied about that.

First of all, we would have heard the noise connected with grinding plaster, and that **never happened**. That damage was done when we had our entire house re-plumbed several years ago. If you had taken the time to check the plumbing under the sink in our main bath, you would see the SAME kind of broken plaster around the pipes in that room. The plumbing under the half-bath sink is connected to the bathtub, but the plumbing under the sink in our full bath is NOT CONNECTED to the plumbing in the half-bath, so you would have a difficult time convincing anyone that identical damage which had been done to two non-connected sinks was just a big coincidence.

Second, the plumber told you that he had to do all this stuff because he found a “giant hairball” that was stopping the plumbing. Well, the plumbing was NEVER STOPPED UP! The only problem I had was that the P-Trap had a leak in the bottom,, and I kept a bucket under the pipe to catch the leaks while we continued to use the sink.

Besides, I would like someone to explain exactly how the plumber found a “giant hairball” when he never bothered to remove the P-Trap until the Friday – the FINAL DAY of the week -- when he performed the replacement after ripping us off with the water extractors for several days.

He charged me \$300 for his week's work. American Home Shield got \$75 of that \$300, leaving a charge of \$225 on my credit card. I called Wells-Fargo to dispute the charge, and they contacted the plumber, who returned the \$225 to me. He did that because he didn't want to have to appear before a judge and explain why he had charged \$300 for a \$75 job. I am enclosing a copy of a letter from Wells-Fargo confirming the fact that Quality Plumbing did, in fact, repay their \$225 overcharge to my account. Would an honest plumber have done that?

Actually, I am surprised that you would talk to this guy and accept his explanations without question. If you were investigating a suspected murderer and asked if he really killed his next-door neighbor, would you decide he was innocent because you talked to him on the phone and he said, "Oh, no! It couldn't have been me because I was at the movies!"

This guy is working in cahoots with United Water Restoration, and I believe the case should continue until justice is done. I am sending this letter to you by Certified Mail with a Return Receipt requested so I can be sure you receive it. I am sending a copy to the State Farm investigator so they will know what has transpired. And I am sending a copy to myself by Certified Mail which will remain unopened in my file in case anyone wants to dispute what I have written to you.

I'm sorry to cause you this inconvenience and angst, but you let this dishonest person hornswoggle you with just one phone call. Frankly, I am disappointed that you believed such a man so easily. After all the time, effort, and money that so many individuals, businesses, government agencies, etc., have invested in trying to stop this profitable collusion between Quality Plumbing and United Water, to think it would all come to a screeching stop because you talked to him on the phone and accepted his facile lies is almost beyond belief.

I await your response.

Sincerely,

Patricia M. Bloebaum

Cc: Patricia Bloebaum

Ms. Jennifer Statlik, State Farm Claims Office (Claim # 534287305)

Lisa Miller

(Enc: 1)

WELLS
FARGO

Wells Fargo Consumer Lending
Dispute Resolution Department
PO Box 9262
Des Moines, Iowa 50306-9262

10/18/2016

Virginia Cassidy

PATRICIA M BLOEBAUM
7236 OLD KINGS RD S
JACKSONVILLE, FL 32217-3306

Subject: Resolution of inquiry for your account ending in 7099

Dear PATRICIA M BLOEBAUM:

We completed our research of your inquiry, and have approved your claim(s) for the disputed transaction(s) below. As these claims were accepted by the merchant's banks, the temporary credit(s) we previously provided are now permanent and will remain on your account.

Disputed Transaction (s) ID	Merchant Name	Post Date	Transaction Amount	Processed Amount	Refund Date
13267744	QUALITY PLUMBING SOLUT	6/23/2016	\$300.00	\$225.00	08/29/2016

If you have questions, please contact us at 1-800-390-0533, 7 days a week, 7:00 a.m. to 11:00 p.m., Central Time.

Thank you. We appreciate your business.

Sincerely,

Danizada Dzonko

Danizada Dzonko
Dispute Resolution Department
Wells Fargo Consumer Credit Solutions

