

# PATRICIA M. BLOEBAUM

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

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Office of the President  
American Home Shield  
860 Ridge Lake Boulevard  
Memphis, TN 38120

To Whom It May Concern:

We have been satisfied customers of American Home Shield since 2005, and have not only been happy with your service, but have recommended you to friends, neighbors, and relatives.

However, I am writing this to tell you that one of your service providers not only scammed us (a retired military couple aged 92 and 86) out of \$300, but is under scrutiny by the Fraud Division of State Farm Insurance. You need to know that this company (sent out under your direction) needs to be removed from your list of providers.

The basic problem is that I called AHS to have a leaky pipe replaced, and for some reason you chose to send a plumber from **Quality Plumbing Solutions**, a company based in St. Cloud, Florida—almost 170 miles from my home! (I did not know this at the time, but assumed he was a local plumber.) He came with two young helpers and installed two huge and noisy water extractors provided by United Water Restoration Group, Inc. These monstrosities continued to use up electricity in our bedroom for three days before the plumber FINALLY came and repaired the leaky pipe in a matter of half an hour.

**United Water Restoration**—which was called by **Quality Plumbing Solutions**, not me!—not only charged me \$300, but sent a bill for more than \$2,300 to our insurer, State Farm. State Farm has received many more complaints about Quality Plumbing Solutions and United Water Restoration—two companies that appear to be working in collusion to scam customers, AHS, and insurance companies out of money that they did not earn!

I am enclosing a report I am submitting to State Farm Insurance, and to Charles McBurney, the Congressman from my district in Florida. The reason I am complaining to my State Representative is because the “Assignment of Benefits” paper I was told to sign is an agreement that is peculiar only to the State of Florida, and apparently it was my signing of this so-called “routine document” that allowed the United Water people to run up a huge NOT-NEEDED bill! I believe these two companies—working in tandem with one another—are not only taking dishonestly billed money from American Home Shield customers, but are tarnishing the reputation of your company in a big way.

There have been a number of complaints filed with State Farm, and I recently spoke to an investigator of that company’s Fraud Division , who told me that we are not the only family who have been ripped off by these two companies.

**All I needed was to have one plumber replace one leaky pipe under my bathroom sink! He took three days to get around to doing that—but only after running up a huge bill with his fellow conspirator(s).**

Please look into this matter, and respond to my letter. I might be old, but I’m not stupid, and I would hate to see AHS accused of being in cahoots with a couple of scam artists like the aforementioned companies.

Sincerely,

Patricia M. Bloebaum

cc: William Watson

cc: Charles McBurney