

December 2, 2003

Mr. John Doe
101 Main Street
Anytown, New York 12303

RE: Claim/file number: 123456789
Policy number: H2334456
Insured's name: John Doe
Date of loss: 10/17/03
Type of loss: Fire

Dear Mr. Doe,

The ABC Insurance Company regretfully advises that it must respectfully decline the captioned claim.

The ABC Insurance Company has completed the necessary investigation and it finds that the loss is excluded under the terms of your policy. Please note that exclusion xx as shown on page 99 of your policy applies and as such, the loss is not covered by your policy.

Accordingly, the ABC Insurance Company must respectfully decline coverage for the captioned loss. We regret that we are unable to respond affirmatively.

Should you wish to take this matter up with the New York State Insurance Department, you may file with the department either on its website at www.ins.state.ny.us/complhow.htm or you may write to or visit the Consumer Services Bureau, New York State Insurance Department, at: 25 Beaver Street, New York, NY 10004; One Commerce Plaza, Albany, NY 12257; 200 Old County Road, Suite 340, Mineola, NY 11501; or Walter J. Mahoney Office Building, 65 Court Street, Buffalo, NY 14202.

Very truly yours,

William White
ABC Insurance Company