



December 13, 2019

Wei Zou
Charlene Chen
3034 Edgewater Drive
Woodbury, MN 55125

Our Customer: Wei Zou
Our Claim Number: JDI73371 6M
Date of Loss: December 7, 2019

Dear Wei Zou:

We appreciate the opportunity to service your insurance needs and we thank you for choosing Metropolitan Casualty Insurance Company.

Please note that under a separate mailing, our payment for **\$30,379.30** representing the actual cash value/fair market value of your dwelling damages less your policy deductible has been issued. This initial payment was calculated as follows:

Dwelling Replacement Cost	37,641.58
Recoverable Depreciation	-6,262.28
Actual Cash Value	31,379.30
Deductible	-1,000.00
Payment	30,379.30

Once repair/replacement is near complete, you will be entitled to receive the recoverable depreciation amount not to exceed **\$6,262.28**. However, the payment amount cannot exceed the actual cost to repair or replace the damaged property without a prior approved supplement. *For further explanation, please refer to the property loss settlement section of your policy where we explain how we settle a property loss.*

Provided you still have an insurable interest in the property, you must contact us within 180 days of the date of this letter if you wish to make a claim for the recoverable depreciation amount. In order to receive this payment, you will need to submit final invoices for the repair/replacement of the damaged property. In addition, we may require an inspection of your property before issuing the recoverable depreciation payment.

Please refer to your policy language below;

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SECTION I – HOW WE SETTLE A PROPERTY LOSS

1. Coverage A – Dwelling and Coverage B – Private Structures

Covered property losses are settled as follows.

- A. **Actual Cash Value Settlement.** Subject to the applicable deductible, **we** will pay the **actual cash value** at the time of the loss for the damaged property, but no more than the lesser of:
- (i.) the amount required to repair or replace the damaged property with property of like kind and quality; or
 - (ii.) the limit of liability applying to the property.
2. If **you** repair or replace the damaged or destroyed property, **you** may make further claim for any additional payments for **Replacement Cost Settlement** provided:
- a. **you** have not reached the applicable limit of liability;
 - b. **you** still have an insurable interest in the property;
 - c. **you** notify **us** within 180 days after the date of **actual cash value** payment of **your** decision to repair or replace the damaged or destroyed dwelling or private structure;
 - d. **you** notify **us** within 30 days after the repair or replacement has been completed; and
 - e. the date of completion is within one year from the date of **actual cash value** payment.
- The foregoing time limitations shall apply unless **you** or **your** representative submits written proof providing clear and reasonable justification for the failure to comply with such time limitation.

Please be advised that based on the policy language as outlined above, you will have until **6/13/20** to submit your notice of intent to repair.

Previously sent was our estimate on which we based our payment. Please be sure to provide a copy of this estimate to the contractor of your choice. If your contractor should find this estimate insufficient, please contact us to at your earliest convenience in order to allow us opportunity for review and approval **prior** to initiating repairs. If work is initiated prior to allowing us the opportunity to secure an agreed figure, which later results in a valuation dispute, our rights may be considered prejudiced which in turn could limit your recovery. Please be advised, any pricing disparities or supplements not previously agreed to, regardless of whether known or unknown by the homeowner, will be the homeowner's responsibility.

Our goal is to provide outstanding claim service. If you have any questions or concerns regarding this claim, please do not hesitate to call.

Thank you once again for allowing Metropolitan Casualty Insurance Company to service your insurance needs.

Sincerely,

Spencer Funk - LL
Metropolitan Property and Casualty Insurance Company
Senior Claim Adjuster
(800) 854-6011 Ext. 7578
Fax: (866) 699-1155

Email: sfunk@metlife.com

The state of MN requires the following language:

A person who files a claim with intent to defraud or helps commit a fraud against an insurer is guilty of a crime.

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