

From: Johansson.L.@AcmeL&D Co.com
To: JDokesCLU@sbcglobal.net
Sent: Friday, Sept. 05, 2008 8:18 AM
Subject: Claim Form Confusion

Hey Joe:

Just thought I'd shoot you a quick email to see how it's going for my favorite agent.

I gotta tell you that you were sure right about one thing, Dokester, this company merger has really set us back. How did you predict that so clearly? I really don't know why senior management told us the transition would be "*smooth as butter*" because it has just been one thing after another. I sometimes wonder if Acme L&D will *ever* recover from our merger with Giganticus Life & Accident. And those GLAICO guys are rough hewn and all business all the time. Turns out it feels more like a takeover than a merger, if you ask me. Of course, no one does. Ask me, I mean. It's like they don't really even think I'm going to be here that much longer or something. Really rude dudes.

Anyway, there is some confusion on the death claim check for your client Doak Jones. We apparently issued the \$300,000 claim check to your wife by mistake (Ha! Ha! LOL). Then, of course, we issued another corrected one to Doak's beneficiary as listed in the policy, but then we couldn't seem to locate the original death claim form. And now -- well to tell the truth, we are actually sort of confused here.

Can you just clear up one thing for me:

Is it you or is it Doak who has passed away?

Just let me know for certain so we can proceed on the claim payment.

Later, Big Guy!

- Larry J.

PS. If it is not you who has passed away, are we still on for golf next week? I want to try and win back some of the money you took from me last outing!!

LAWRENCE L. JOHANSSON, FLMI, ASST. V.P, CLAIMS MANAGER
THE ACME LIFE AND DISABILITY INSURANCE COMPANY
"At Acme Life, your death is just the beginning."