

**From:** ken@kenpaxtonlaw.com  
**Date/Time:** 06/02/2020 11:53 PM CDT  
**To:** 49ljqb7gl84k@claims.usaa.com  
**CC:**

**Subject:**EXTERNAL: Re: Claim Message from USAA

I will try to call you again tomorrow

Sent from my iPad

On Jun 2, 2020, at 3:31 PM, USAA Claims <49ljqb7gl84k@claims.usaa.com> wrote:

To ensure delivery to your inbox, please add 49ljqb7gl84k@claims.usaa.com to your address book.

**USAA SECURITY ZONE**  
Warren  
Paxton  
USAA # ending in: 4465

## Claim Message

Dear Mr. Paxton,

This correspondence is regarding the following USAA claim:

**USAA policyholder:** Warren K Paxton  
**Claim number:** [REDACTED]

Hello Mr. Paxton, I did receive your voicemail yesterday afternoon. I called you today but could not leave a message.

You may reply to this message. If you need to provide documentation, you can attach documents to your email. We can't guarantee the security of any medical, financial or other personally identifiable information sent by email.

## Email Delivery Criteria

To ensure delivery of your email, please make sure it meets the following criteria:

- The size of the message can't exceed 30 MB.
- These attachments are supported: .bmp, .jpe, .jpeg, .jpg, .pdf, .doc, .docx, .xls and .xlsx.
- Individual attachments must not exceed 7 MB.
- Include no more than 10 attachments.
- Attachments can't be password-protected.

Sincerely,

Wendy O'Neil  
CAT Claims Operations  
USAA Casualty Insurance Company

[01243:005:54]

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AG Exhibit 0417

Review and edit your online document preferences [atusaa.com](https://atusaa.com).

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USAA Casualty Insurance Company, 9800 Fredericksburg Road, San Antonio, Texas 78288

**128362-0120**