

From: Kester, Tony
To: 'rcarr@thermatru.com'rcarr@thermatru.com
Date: 1/3/2014 2:24:48 PM
Subject: RE: Therma Tru Claim 12169

Rhonda,

After we contacted you about the claim process, the building supply company that sold us the doors said they would coordinate the process. After many months of follow-up with Stier Building Supply, they suggested we contact you directly. At this time we would like to reactivate the claim, or open a new one. I will contact you next week to get an appropriate address/contact to send the proof of purchase for the doors.

Thank you for your assistance with this.

Tony Kester

Tony Kester
Aging Director
South Carolina Lieutenant Governor's Office on Aging
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From: Tres214 [mailto:tres214@aol.com]
Sent: Monday, December 30, 2013 5:08 PM
To: Kester, Tony
Subject: Fwd: Therma Tru Claim 12169

Sent from AOL Mobile Mail

-----Original Message-----

From: Carr, Rhonda <rcarr@thermatru.com>
To: tres214 <tres214@AOL.COM>
Sent: Mon, Aug 5, 2013 04:37 PM
Subject: Therma Tru Claim 12169

Hi Rita,

I understand your door appears to be bowing and leaking. I would like to have your door unit inspected. Before I can set that up, I will need a proof of purchase. I can accept one of the following: receipt, builders statement, copy of deed, owner occupancy statement or the top portion of your closing document. Once I receive the proof of purchase, I will notify United Tech Services and have them call you to set up a time to come out and inspect your door unit. Let me know if you have any questions.

Thank you,

Rhonda Carr

Consumer Claims Agent

Therma Tru Corp

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Maumee, OH 43537

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