

**Better Business Bureau®**

File a Complaint

Feedback from consumers is vital to BBB. We appreciate your willingness to report this information to us. We look forward to helping you and the business work toward a resolution.

Your complaint details:

First Name: Joel **Last Name:** Teller
Email: Joel@nationalexprs.com **Phone:** 8453251383
Street Address: 121 Schunnemunk Rd **State:** NY
City: Monroe **Zip:** 10950
Country: USA

Description of Complaint:

We have submitted our audit with Biberk on 06/02/2021 after canceling the policy by the end of May. 07/14/2021 we wanted to reopen a policy but it was declined. We called and asked why we got declined the answer was the audit is not completed yet and we still owe money. after it is taken care we will be approved. We submitted the audit on 06/02/2021 and we've never received a bill. They said they still need additional information for the audit and they sent us the requests. We have submitted everything. Waiting another few days with no response multiple times called in a few days till a rep got finally in touch with a supervisor requested the audit department to get it done finally ended with a \$10,000 refund. We requested a new quote it got declined because we have to request to re-open the old one, we did that and we didn't get any further response a long time a supervisor was messaging the underlines finally letting me know they declining without a reasonable explanation...

Desired Settlement:

No further contact by the business

biBERK, A Berkshire Hathaway Company

1314 Douglas St #
1400,
Omaha, NE 68102-1819
 (844) 472-0967

If you have any questions or concerns, please contact the BBB assigned to your complaint:

BBB In Nebraska, South Dakota, Kansas Plains & SW Iowa

11811 P St
Omaha, NE 68137
 Email this BBB
 402-391-7612

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- I have read and agree to the [Complaint Submission Terms](#).
- I authorize the business to communicate with BBB about my complaint and disclose to BBB any personal information related to the complaint including the following if applicable: (a) information about a transaction or payment, (b) student records, and (c) information about an alleged debt.
- I consent to the collection, use, and disclosure of my personal information in accordance with the [BBB Privacy Policy](#), which I have read and understand.

Signature: _____

Date: _____

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