



**Quinn A. (Root)**

Mar 14, 2021, 10:32 AM EDT



Hi Deborah,

Thank you for your patience and for the explanation. I did find the email with Michael, but it looks like we somehow didn't receive the documentation proving your mother's vehicle was insured elsewhere the whole time. Would you be willing to send me another copy of that?

Kind regards,

Quinn A.  
Root Customer Service Team

Remember that with the Root app, all policyholders can make changes to their policy, update billing information, and file a claim whenever. Wherever.

Check out our blog!  
<https://blog.joinroot.com>



**Deborah Hintze**

Mar 3, 2021, 1:53 PM EST



