

**MetLife Auto & Home**<sup>®</sup>  
Subrogation - Warwick  
Mail Processing Center  
PO Box 2204  
Charlotte, NC 28241-2204  
800-634-9740

CITY OF MILWAUKEE  
2013 MAY -1 AM 11: 23  
CITY CLERK'S OFFICE

RECEIVED  
MAY 1 2013  
OFFICE OF  
CITY ATTORNEY

**MetLife**<sup>®</sup>

City Clerk, City Of Milwaukee  
ATTN: Claims  
200 East Wells St., Room 205  
Milwaukee , WI 53202-3567

*appeal*

Our Claim Number: FRE56181  
Your Claim Number: dol 03/07/2013

CITY OF MILWAUKEE  
2013 APR 31 AM 11: 20  
CITY CLERK'S OFFICE

MetLife Auto & Home is a brand of Metropolitan Property and Casualty Insurance Company and its Affiliates, Warwick, RI

**MetLife Auto & Home**<sup>®</sup>  
Subrogation - Warwick  
Mail Processing Center  
PO Box 2204  
Charlotte, NC 28241-2204  
800-634-9740

**MetLife**<sup>®</sup>

04/23/2013

City Of Milwaukee  
Attn: Office Of The City Clerk  
200 East Wells St., Room 205  
Milwaukee , WI 53202-3567

Our Customer:	Barbara Rucker
Our Claim Number:	FRE56181
Date of Accident:	03/07/2013
Your Customer:	City Of Milwaukee
Your Claim Number	1030-2013-1104

Dear City Clerk,

Please consider this notice as a record of appeal to a denial letter from the Office of the City Attorney, Grant Langley, dated April 11, 2013.

Our insured's parked, unoccupied vehicle was struck by a city sanitation truck, bearing registration 84357, on 3/7/13, in front of 1302 N 46th St., Milwaukee, WI.

The point of impact is a horizontal scraping which would match the size of the 2012 Mack 600 truck.

Please review the enclosed police report and reconsider your liability position.

Sincerely,

Margaret Gauthier  
Metropolitan Group Property and Casualty Insurance Company  
Supervisor, Ext: 6036  
Fax: 866-260-1164

MetLife Auto & Home is a brand of Metropolitan Property and Casualty Insurance Company and its Affiliates, Warwick, RI

**MetLife Auto & Home**<sup>®</sup>  
Subrogation - Warwick  
Mail Processing Center  
PO Box 2204  
Charlotte, NC 28241-2204  
800-634-9740

**MetLife**<sup>®</sup>

04/23/2013

City Clerk, City Of Milwaukee  
200 East Wells St., Room 205  
Milwaukee , WI 53202-3567

Our Customer: Barbara Rucker  
Our Claim Number: FRE56181  
Date of Accident: 03/07/2013  
Amount of Damages: \$2,026.39  
Driver: City Sanitation Driver  
Plate: 84357  
Location of Accident: Milwaukee, WI

#### **Notification of Insurance Claim**

Our investigation shows that the driver of a vehicle owned by the City Clerk, City Of Milwaukee is responsible for the accident involving our customer, Barbara Rucker.

On 3/7/13, our insured's 2005 Hyundai Santa Fe was parked in front of 1304 N 46th St., Milwaukee, WI. A city sanitation truck, a 2012 Mack 600, bearing license plate 84357, struck the parked vehicle in a side-swipe type accident. Your driver did not stay to file a report; the police were called and the report is attached.

Since our insured is not at fault, you will need to reimburse us for damages paid on this claim. If you have automobile insurance, please send this letter to your insurance company and ask them to contact me right away.

Thank you.

Sincerely,

Margaret Gauthier  
Metropolitan Group Property and Casualty Insurance Company  
Phone: 800-634-9740 Ext: 6036  
Fax: 866-260-1164

**CERTIFIED MAIL - RETURN RECEIPT REQUESTED**

MetLife Auto & Home is a brand of Metropolitan Property and Casualty Insurance Company and its Affiliates, Warwick, RI

**MetLife Auto & Home**<sup>®</sup>  
Subrogation - Warwick  
Mail Processing Center  
PO Box 2204  
Charlotte, NC 28241-2204  
800-634-9740

**MetLife**<sup>®</sup>

04/02/2013

City Of Milwaukee  
2142 W Canal Street  
Milwaukee , WI 53233

Our Customer: Barbara Rucker  
Our Claim Number: FRE56181  
Date of Accident: 03/07/2013  
Amount of Damages: \$2,026.39  
Driver: unknown  
Plate: 84357  
Location of Accident: Milwaukee, WI

**Notification of Insurance Claim**

Our investigation shows that the driver of a vehicle owned by the City Of Milwaukee is responsible for the accident involving our customer, Barbara Rucker.

Since our insured is not at fault, you will need to reimburse us for damages paid on this claim. If you have automobile insurance, please send this letter to your insurance company and ask them to contact me right away.

Thank you.

Sincerely,

Margaret Gauthier  
Metropolitan Group Property and Casualty Insurance Company  
Phone: 800-634-9740 Ext: 6036  
Fax: 866-260-1164

CERTIFIED MAIL - RETURN RECEIPT REQUESTED

MetLife Auto & Home is a brand of Metropolitan Property and Casualty Insurance Company and its Affiliates, Warwick, RI



For Customer Support refer to the appropriate platform below:

**OrderPoint**  
800-934-9698  
Orderpoint.support@lexisnexis.com

**Accurint for Insurance**  
866-277-8407  
Accurint.support@lexisnexis.com

**Lexis.com**  
Law Firm accounts  
800-543-6862

REPORT ATTACHED

PAGE COUNT: 2

---

CLIENT : 5700  
DIVISION : ARC FREEPORT  
ADJUSTER : E963413  
CLAIM : FRE561810

TRANSACTION # : 427606601  
DATE : 04/13/2013

DATE OF LOSS : 03/07/2013      TIME OF LOSS : 12:01PM  
STREET : 46TH STREET  
CITY : MILWAUKEE  
COUNTY : MILWAUKEE  
STATE : WI

INVESTIGATING AGENCY : MILWAUKEE PD  
REPORT NUMBER :  
REPORT TYPE : Auto Accident  
PARTY 1 : BARBARA A RUCKER  
PARTY 2 :  
PARTY 3 :

CAR : SANTA F      MAKE : HYUNDAI      YEAR : 2005  
TAG :

DRIVER LICENSE :  
ADDITIONAL INFO :

---

NOTE :

---

THANK YOU FOR YOUR ORDER!



Police Call #130662500

Page 1 of 1

**Detailed History for Police Call #130662500 As of 4/05/2013 10:52:03**

Output for:

Priority:3 Type:1304 - ACC PDO  
Location:1302 N 46TH ST,MKE  
LocCross:btwn W JUNEAU AV and W VLIET ST

Created:	03/07/2013 19:43:51	PT08	006832
Entered:	03/07/2013 19:57:03	PT08	006832
Closed:	03/07/2013 19:57:03	PT08	006832

IC: PrimeUnit: Dispo:AD Type:1304 - ACC PDO  
Agency:MWPD DAREA:D3 Squad Area:350 RptDist:4229  Detail

19:43:51 CREATE Location:1302 N 46TH ST,MKE Type:1304 Name:BARBARA RUCKER RPaddr:1302 N 46TH ST Phone:(414) 935-9010 Dispo:AD DAREA:D3 RptDist:4229 TypeDesc:ACC PDO  
LocCross:btwn W JUNEAU AV and W VLIET ST Priority:3 Response:1PO Agency:MWPD  
LocType:S Contact?:Do NOT contact Language?:No Service Provided

19:57:03 ADVSED Dispo:AD DispoLevel:0 Comment:OCC'D EARLIER THIS MORNING // CLLR STATES HER VEH WAS PARKED, CITY GARBAGE TRUCK DROVE PAST -- AFTER TRUCK DROVE PAST THERE WAS DAMAGE TO HER VEH // THINKS GARBAGE TRUCK DAMAGED HER VEH // SHE HAS MOVED THE VEH SINCE THEN // ADVISED TO FILE ACCIDENT REPORTAT DISTRICT STATION

19:57:04 NOMORE  
19:57:03 -NPREMS Comment:(none)

**CONTACT INFO:**

Name	Phone	RPaddr	Contact?	Language?	Contact3	Contact4
BARBARA RUCKER	(414) 935-9010	1302 N 46TH ST	Do NOT contact	No Service Provided		

**MetLife Auto & Home**<sup>®</sup>  
Subrogation - Warwick  
Mail Processing Center  
PO Box 2204  
Charlotte, NC 28241-2204  
800-634-9740

**MetLife**<sup>®</sup>

04/23/2013

City Clerk, City Of Milwaukee  
Attn: Claims  
200 East Wells St., Room 205  
Milwaukee , WI 53202-3567

Your Insured: City Clerk, City Of Milwaukee  
Your Policy Number:  
Your Claim Number: dol 03/07/2013

Our Customer: Barbara Rucker  
Our Claim Number: FRE56181  
Date of Accident: 03/07/2013

Dear Claims:

We understand you are financially responsible for the above referenced loss. Our investigation of the accident has determined your driver was negligent and is therefore responsible for the damages we have paid to our insured. If you have insurance coverage, please provide us with your insurance information. Enclosed is our supporting documentation.

Property Damage

Collision or ACV:	\$1,776.39
Deductible:	\$250.00
Rental:	\$0.00
Other:	\$0.00
TOTAL:	\$2,026.39
Does Massachusetts Bailment Apply?	no

Kindly remit payment to: **MetLife Auto & Home; P.O. Box 2204, Charlotte, NC 28241-2204**  
If you have any questions, please call us. **Please include claim number FRE56181 on all payments.**

Thank you.

Margaret Gauthier  
Supervisor, Ext: 6036, Fax: 866-260-1164  
Metropolitan Group Property and Casualty Insurance Company

MetLife Auto & Home is a brand of Metropolitan Property and Casualty Insurance Company and its Affiliates, Warwick, RI

Date: 3/13/2013 07:52 AM  
Estimate ID: FRE56181 -- 1  
Estimate Version: 0  
Committed  
Profile ID: MetLife

### MetLife Auto & Home

P.O. Box 410200, Charlotte, NC 28241-9932  
(800) 854-6011

Field Adjuster: Chris Adey  
Cell: 262-212-6750  
VO: 1-800-854-6011 x 4775  
Fax: 1-855-413-3884  
email: cadey@metlife.com

\*\* All supplements need prior approval.  
\*\* All supplement materials need to be sent to field adjuster.

\* By providing a copy of known damages this is not an acceptance of liability or a confirmation of coverage, or that a payment is to follow.

Damage Assessed By: Christopher Adey

File Handler: Kim Chan FRARC  
(800) 854-6011 ext. 5093

Condition Code: Good  
Date of Loss: 3/7/2013  
Custm Contct: 3/12/2013  
Deductible: 500.00  
Policy No: 087012083-2

Type of Loss: Collision  
Assgn Date: 3/11/2013  
Claim Number: FRE56181 - 1

Insured: BARBARA RUCKER  
Owner: BARBARA RUCKER  
Address: 1302 N 46TH ST, MILWAUKEE, WI 53208  
Telephone: Home Phone: (414) 935-9010

Contact Phone: (414) 935-9010

Mitchell Service: 917723

Description: 2005 Hyundai Santa Fe GLS  
Body Style: 4D Ut  
VIN: KM8SC13D75U963025  
Mileage: 82,266  
OEM/ALT: A  
Color: Maroon

Vehicle Production Date: 1/05  
Drive Train: 2.7L Inj 6 Cyl 2WD  
License: WPV548 WI  
Search Code: MESEWI

Options: PASSENGER AIRBAG, DRIVER AIRBAG, POWER LOCK, POWER WINDOW, REAR WINDOW DEFOGGER  
MANUAL AIR CONDITION, CRUISE CONTROL, TILT STEERING COLUMN, LUGGAGE RACK  
SKID PLATES, PREMIUM SOUND SYSTEM, ANTI-LOCK BRAKE SYS., TRACTION CONTROL  
FOG LIGHTS, ALUM/ALLOY WHEELS, LEATHER STEERING WHEEL, AUTOMATIC TRANSMISSION  
TINTED GLASS, VARIABLE ASSISTED STEERING, SIDE AIRBAGS, ANTI-THEFT SYSTEM  
AM/FM STEREO CASSETTE/CD, FRONT BUCKET SEATS, KEYLESS ENTRY SYSTEM  
POWER DISC BRAKES, POWER HEATED EXTERIOR MIRRORS, REAR WINDOW WIPER  
STEERING WHEEL MOUNTED CONTROLS

COPY OF ESTIMATE PROVIDED TO CUSTOMER

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
<u>Front Bumper</u>							

ESTIMATE RECALL NUMBER: 03/13/2013 07:52:12 FRE56181 -- 1

Mitchell Data Version: OEM: JAN\_13\_V  
MAPP: JAN\_13\_V

Copyright (C) 1994 - 2013 Mitchell International  
All Rights Reserved

Software Version: 7.0.483



Date: 3/13/2013 07:52 AM  
Estimate ID: FRE56181 -- 1  
Estimate Version: 0  
Committed  
Profile ID: MetLife

1	700005	BDY	REMOVE/INSTALL	Frnt Bumper Assy				1.4 #
2	700007	BDY	REMOVE/REPLACE	Frnt Add w/Fog Lamps				0.3
3		BDY	CHECK/ADJUST	Fog Lamps				0.4
4	700008	BDY	REPAIR	Frnt Bumper Cover	Existing			1.0* #
5		REF	REFINISH/REPAIR	Frnt Bumper Cover			C	2.3*
6				MODIFIED REFINISH WITH FULL CLEAR COAT				
				<u>Front Lamps</u>				
7	700038	BDY	REMOVE/INSTALL	L Front Combination Lamp				INC #
8	700055	BDY	REMOVE/INSTALL	R Side Marker Lamp				INC #
9	703290	BDY	REMOVE/REPLACE	L Marker Lamp Assembly	** QUAL REPL PART	8.57		0.2 #
				<u>Front Fender</u>				
10	700221	BDY	REMOVE/INSTALL	L Fender Moulding				0.2
11	700227	BDY	REPAIR	L Fender Panel	Existing			0.5* #
12		REF	REFINISH/REPAIR	L Fender Panel			C	1.5*
13				MODIFIED REFINISH WITH FULL CLEAR COAT				
14	700233	BDY	REMOVE/REPLACE	L Fender Liner	** QUAL REPL PART	56.00		0.3
				<u>Wheel</u>				
15	703340	BDY	REMOVE/REPLACE	Alloy Wheel	Qual Recycled Part	85.00	*	0.3
16				Line Markup %25.00		21.25		
				<u>Front Door</u>				
17	701071	BDY	REPAIR	L Frt Door Repair Panel	Existing			5.0* #
18		REF	REFINISH	L Frt Door Outside			C	2.2
19	701886	REF	REFINISH	L Frt Door Moulding			C	0.8
20	701075	BDY	REMOVE/INSTALL	L Frt Belt Moulding				0.5 #
21	701077	BDY	REMOVE/INSTALL	L Frt Door Moulding				0.2
22	701079	BDY	REMOVE/INSTALL	L Frt Door Mirror				INC
23	701175	BDY	REMOVE/INSTALL	L Frt Door Handle				0.7 #
				<u>Rear Door</u>				
24	702922	BDY	REMOVE/REPLACE	L Rear Door Moulding	87731-26500	141.56		0.3
25		REF	REFINISH	L Rear Door Moulding			C	0.6
				<u>Additional Costs &amp; Materials</u>				
26	936012		ADD'L COST	Hazardous Waste Disposal		3.00	*	
				<u>ADDITIONAL OPERATIONS</u>				
27		REF	ADD'L OPR	Clear Coat				2.1
				<u>Additional Costs &amp; Materials</u>				
28			ADD'L COST	Paint/Materials		323.00	*	
				<u>MANUAL ENTRIES</u>				
29	900500	BDY *	REMOVE/REPLACE	Restore corrosion protection	** QUAL REPL PART	5.00	*	0.3*
30	900500	MCH *	ADD'L LABOR OP	Align suspension	Sublet	69.95	*	0.0*
31	900500	REF *	REMOVE/REPLACE	Flex Additive	** QUAL REPL PART	5.00	*	0.0*
32	900500	BDY *	REMOVE/REPLACE	Tape Stripe	** QUAL REPL PART	20.00	*	0.3*
33	900500	BDY *	ADD'L LABOR OP	Mount- Balance lf wheel/tire	Sublet	25.00	*	0.0*

\* - Judgment Item  
# - Labor Note Applies  
\*\* QUAL REPL PART - Quality Replacement Parts  
C - Included in Clear Coat Calc

BLUE OVAL SERVICE  
N15 W22180 WATERTOWN RD.  
WAUKESHA  
WI 53186  
(414) 379-7547 (414) 520-4982

KEYSTONE AUTOMOTIVE  
9532 W. CARMEN AVE.  
MILWAUKEE  
WI 53225  
(800) 924-8230 (414) 463-1019

9      \*\* 92303-26011                                      8.57                      14      \*\* HY1248107                                      56.00

ESTIMATE RECALL NUMBER: 03/13/2013 07:52:12 FRE56181 -- 1

Mitchell Data Version: OEM: JAN\_13\_V  
MAPP: JAN\_13\_V  
Software Version: 7.0.483

Copyright (C) 1994 - 2013 Mitchell International  
All Rights Reserved

Date: 3/13/2013 07:52 AM  
Estimate ID: FRE56181 -- 1  
Estimate Version: 0  
Committed  
Profile ID: MetLife

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF ONE OR MORE REPLACEMENT PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THE REPLACEMENT PARTS RATHER THAN BY THE MANUFACTURER OF YOUR MOTOR VEHICLE.

Point(s) of Impact

9 Left Side (P), 10 Left Front Side (S), 11 Left Front Corner (S)

Cmnt. Ins Co: MetLife

Inspection Site: BARBARA RUCKER  
Address: 1302 N 46TH ST  
MILWAUKEE, WI 53208-2741  
(414) 447-7908  
(414) 447-7908  
Inspection Date: 3/12/2013

Body Shop: UNKNOWN-OWNER TO PRESENT  
Address: A COPY OF THIS ESTIMATE TO  
SHOP OF CHOICE

FAILURE TO PRESENT THIS ESTIMATE TO REPAIRER MAY RESULT IN ADDITIONAL EXPENSE TO YOU.

THESE REPAIRS SHOULD BE COMPLETED IN ACCORDANCE WITH I-CAR OR TECH-COR PROCEDURES.

NO SUPPLEMENTS WILL BE HONORED WITHOUT PRIOR AUTHORIZATION FROM A METLIFE AUTO AND HOME REPRESENTATIVE. DIRECTION TO PAY REQUIRED.

" The glass part price, kit and labor contained in this estimate have been calculated based on market pricing including markup for your area. The MetLife Auto & Home glass administrator is Safelite Auto Glass. Please contact Safelite Auto Glass at 888-800-4527 if you would like to arrange for them to complete the work.

Your complete customer satisfaction is our goal at MetLife Auto & Home please remember that you have the right to select a repair facility or contractor of your choice. If you have not already chosen a shop or contractor or have no preference, we will be happy to refer you to a vendor in your area.

All information stored, transmitted, received, or contained in MetLife's systems is MetLife's sole property and may be accessed and decrypted by MetLife at any time and may be disclosed to appropriate third parties.

MOTOR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132,WIS.ADM CODE, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISCONSIN DEPT. OF AGRICULTURE, TRADE AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN 53708-8911

ESTIMATE RECALL NUMBER: 03/13/2013 07:52:12 FRE56181 -- 1

Mitchell Data Version: OEM: JAN\_13\_V  
MAPP:JAN\_13\_V

Copyright (C) 1994 - 2013 Mitchell International  
All Rights Reserved

Software Version: 7.0.483

Claim: FRE56181 -- 1 01

P3120004.jpg - 3/13/2013

Mar-12-2013 04:23p





SUMMARY MASTER TRANSACTION FILE PAGE BACK SCR M1										
POL NUM	48A395780657-2 LOSS				DATE	030713-0 CLAIM NUM		FRE56181 - 0 PG 1 OF 1		
	FCO	A1	EMPL#	0630511	PASSWORD	FUNCTION CODE				
										S
CLAIM	S	D	B	CURRENT	LOSSES	EXPENSES	NET	NET		U
SYM/	U	S	N	O/S	PAID	PAID	SUBRO	SALVAGE	I	ID
NAME	SUFF	B	P	R	RESERVE	TO DATE	TO DATE	REC'D	REC'D	T CD
BARBARA A	COLO	Y	C		0	1776.39	6.30	0.00	0.00	0
MILWIKKI,C	PDI1		C		0	0.00	0.00	0.00	0.00	0

END OF DATA - HIT ENTER SUFF/GROUP SUMMARY SCREEN  
 PF1=CLAIMS MENU PF3=INQUIRY PF5=DATA ENTRY PF12=PRINT

MTF TRANSACTION SCREEN

SCR MI

														PAGE FORWD	PAGE BACK	PG 01	OF 01	
LINE	A	POLICY NUMBER 395780657										SUFFIX 2	LOSS DATE	0307130				
														CLAIM#	FRE56181 - 0		RISK STATE	48
CSM	S	P	F	ID	BLK	CHK NO	CR	AMOUNT	SUITS	OD	OC	DC	CC	DATE	IMCC	MC	KD	OC
COL	0	.	.	11	BARBARA A RUCK	.	00000000	.....	MF	K9	.	C	030713	....			YY	K9
COL	0	.	.	21	0894 005861542	.	00025000	.....	MF	K9	.	C	031313	S...	O		RD	K7
COL	0	.	4	22	0894 005860865	.	00152639	.....	MF	K9	.	C	031313	S...			RD	K7
COL	0			37	PRPT 028264621	.	00000325	.....	MF	K9	.	C	031313	...			99	K9
COL	0	.	.	98	.....	.	.....	.....	DI	J8	.	C	031813	....	.		MF	K9
COL	0	.	.	98	.....	.	.....	.....	A1	A1	.	C	032813	....	.		DI	J8
COL	0	.	.	98	.....	.	.....	.....	PR	A1	.	C	032913	....	.		CH	A1
COL	0	.	.	98	.....	.	.....	.....	UH	A1	.	C	040213	....	.		TW	A1
COL	0			37	PRPT 427606601	.	00000305	.....	UH	A1	.	C	041713	...			99	K9
PDI	1	.	.	11	MILWIKKI,CITY,	.	00000000	.....	DI	J8	.	C	030713	....			DI	J8
PDI	1	.	.	15	.....	.	00000000	.....	DI	J8	.	C	032813	....			DI	J8

END OF DATA - HIT ENTER FOR SUM MTF SCREEN



**MetLife Auto & Home**<sup>®</sup>  
Subrogation - Warwick  
Mail Processing Center  
PO Box 2204  
Charlotte, NC 28241-2204  
800-634-9740

CITY OF MILWAUKEE

2013 APR 11 AM 7:10

CITY CLERK'S OFFICE

**MetLife**<sup>®</sup>

RECEIVED

APR 12 2013

OFFICE OF  
CITY ATTORNEY

City Of Milwaukee  
ATTN: Brian Field  
2142 W Canal Street  
Milwaukee , WI 53233

Our Claim Number: FRE56181  
Your Claim Number: dol 03/07/2013

RECEIVED

APR 10 2013

OFFICE OF  
CITY ATTORNEY

*PS*  
*10:15 AM*

MetLife Auto & Home is a brand of Metropolitan Property and Casualty Insurance Company and its Affiliates, Warwick, RI

**MetLife Auto & Home**<sup>®</sup>  
Subrogation - Warwick  
Mail Processing Center  
PO Box 2204  
Charlotte, NC 28241-2204  
800-634-9740

**MetLife**<sup>®</sup>

04/02/2013

RECEIVED

City Of Milwaukee  
2142 W Canal Street  
Milwaukee , WI 53233

APR 12 2013

OFFICE OF  
CITY ATTORNEY

Our Customer: Barbara Rucker  
Our Claim Number: FRE56181  
Date of Accident: 03/07/2013  
Amount of Damages: \$2,026.39  
Driver: unknown  
Plate: 84357  
Location of Accident: Milwaukee, WI

**Notification of Insurance Claim**

Our investigation shows that the driver of a vehicle owned by the City Of Milwaukee is responsible for the accident involving our customer, Barbara Rucker.

Since our insured is not at fault, you will need to reimburse us for damages paid on this claim. If you have automobile insurance, please send this letter to your insurance company and ask them to contact me right away.

Thank you.

Sincerely,

Margaret Gauthier  
Metropolitan Group Property and Casualty Insurance Company  
Phone: 800-634-9740 Ext: 6036  
Fax: 866-260-1164

CERTIFIED MAIL - RETURN RECEIPT REQUESTED

MetLife Auto & Home is a brand of Metropolitan Property and Casualty Insurance Company and its Affiliates, Warwick, RI

**MetLife Auto & Home**<sup>®</sup>  
Subrogation - Warwick  
Mail Processing Center  
PO Box 2204  
Charlotte, NC 28241-2204  
800-634-9740

**MetLife**<sup>®</sup>

04/02/2013

City Of Milwaukee  
Attn: Brian Field  
2142 W Canal Street  
Milwaukee , WI 53233

RECEIVED

APR 12 2013

OFFICE OF  
CITY ATTORNEY

Your Insured: City Of Milwaukee  
Your Policy Number:  
Your Claim Number: dol 03/07/2013

Our Customer: Barbara Rucker  
Our Claim Number: FRE56181  
Date of Accident: 03/07/2013

Dear Brian Field:

We understand you are financially responsible for the above referenced loss. Our investigation of the accident has determined your driver was negligent and is therefore responsible for the damages we have paid to our insured. If you have insurance coverage, please provide us with your insurance information. Enclosed is our supporting documentation.

Property Damage

Collision or ACV:	\$1,776.39
Deductible:	\$250.00
Rental:	\$0.00
Other:	\$0.00
TOTAL:	\$2,026.39
Does Massachusetts Bailment Apply?	n/a

Kindly remit payment to: **MetLife Auto & Home; P.O. Box 2204, Charlotte, NC 28241-2204**  
If you have any questions, please call us. **Please include claim number FRE56181 on all payments.**

Thank you.

Margaret Gauthier  
Supervisor, Ext: 6036, Fax: 866-260-1164  
Metropolitan Group Property and Casualty Insurance Company

MetLife Auto & Home is a brand of Metropolitan Property and Casualty Insurance Company and its Affiliates, Warwick, RI

MTF TRANSACTION SCREEN

SCR MI

LINE A POLICY NUMBER [REDACTED] PAGE FORWD PAGE BACK PG 01 OF 01  
CLAIM# FRE56181 - 0 SUFFIX 2 LOSS DATE 0307130

CSM	S	P	F	ID	BLK	CHK NO	CR AMOUNT	SUITS	OD	OC	DC	CC	DATE	IMCC	MC	KD	OC
COL 0	.	.	.	11	BARBARA A RUCK	.	00000000	.....	MF	K9	.	C	030713	.....		YY	K9
COL 0	.	.	.	21	0894 005861542	.	00025000	.....	MF	K9	.	C	031313	S...	O	RD	K7
COL 0	.	.	4	22	0894 005860865	.	00152639	.....	MF	K9	.	C	031313	S...		RD	K7
COL 0	.	.	.	37	PRPT 028264621	.	00000325	.....	MF	K9	.	C	031313	...		99	K9
COL 0	.	.	.	98	.....	.	.....	.....	DI	J8	.	C	031813	.....		MF	K9
COL 0	.	.	.	98	.....	.	.....	.....	A1	A1	.	C	032813	.....		DI	J8
COL 0	.	.	.	98	.....	.	.....	.....	PR	A1	.	C	032913	.....		CH	A1
PDI 1	.	.	.	11	MILWIKKI, CITY,	.	00000000	.....	DI	J8	.	C	030713	.....		DI	J8
PDI 1	.	.	.	15	.....	.	00000000	.....	DI	J8	.	C	032813	.....		DI	J8

RECEIVED

APR 12 2013

END OF DATA - HIT ENTER FOR SUM MTF SCREEN

OFFICE OF CITY ATTORNEY

Date: 3/13/2013 07:52 AM  
 Estimate ID: FRE56181 -- 1  
 Estimate Version: 0  
 Committed  
 Profile ID: MetLife

## MetLife Auto & Home

P.O. Box 410200, Charlotte, NC 28241-9932  
 (800) 854-6011

RECEIVED

APR 12 2013

OFFICE OF  
 CITY ATTORNEY

Field Adjuster: Chris Adey  
 Cell: 262-212-6750  
 VO: 1-800-854-6011 x 4775  
 Fax: 1-855-413-3884  
 email: cadey@metlife.com

\*\* All supplements need prior approval.  
 \*\* All supplement materials need to be sent to field adjuster.

\* By providing a copy of known damages this is not an acceptance of liability or a confirmation of coverage, or that a payment is to follow.

Damage Assessed By: Christopher Adey

File Handler: Kim Chan FRARC  
 (800) 854-6011 ext. 5093

Condition Code: Good  
 Date of Loss: 3/7/2013  
 Custm Contct: 3/12/2013  
 Deductible: 500.00  
 Policy No: 087012083-2

Type of Loss: Collision

Assgn Date: 3/11/2013

Claim Number: FRE56181 -- 1

Insured: BARBARA RUCKER  
 Owner: BARBARA RUCKER  
 Address: 1302 N 46TH ST, MILWAUKEE, WI 53208  
 Telephone: Home Phone: (414) 935-9010

Contact Phone: (414) 935-9010

Mitchell Service: 917723

Description: 2005 Hyundai Santa Fe GLS  
 Body Style: 4D Ut  
 VIN: KM8SC13D75U963025  
 Mileage: 82,266  
 OEM/ALT: A  
 Color: Maroon

Vehicle Production Date: 1/05  
 Drive Train: 2.7L Inj 6 Cyl 2WD  
 License: WPV548 WI

Search Code: MESEWI

Options: PASSENGER AIRBAG, DRIVER AIRBAG, POWER LOCK, POWER WINDOW, REAR WINDOW DEFOGGER  
 MANUAL AIR CONDITION, CRUISE CONTROL, TILT STEERING COLUMN, LUGGAGE RACK  
 SKID PLATES, PREMIUM SOUND SYSTEM, ANTI-LOCK BRAKE SYS., TRACTION CONTROL  
 FOG LIGHTS, ALUM/ALLOY WHEELS, LEATHER STEERING WHEEL, AUTOMATIC TRANSMISSION  
 TINTED GLASS, VARIABLE ASSISTED STEERING, SIDE AIRBAGS, ANTI-THEFT SYSTEM  
 AM/FM STEREO CASSETTE/CD, FRONT BUCKET SEATS, KEYLESS ENTRY SYSTEM  
 POWER DISC BRAKES, POWER HEATED EXTERIOR MIRRORS, REAR WINDOW WIPER  
 STEERING WHEEL MOUNTED CONTROLS

COPY OF ESTIMATE PROVIDED TO CUSTOMER

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
<u>Front Bumper</u>							

ESTIMATE RECALL NUMBER: 03/13/2013 07:52:12 FRE56181 -- 1

Mitchell Data Version: OEM: JAN\_13\_V  
 MAPP: JAN\_13\_V  
 Software Version: 7.0.483

Copyright (C) 1994 - 2013 Mitchell International  
 All Rights Reserved



Date: 3/13/2013 07:52 AM  
 Estimate ID: FRE56181 -- 1  
 Estimate Version: 0  
 Committed  
 Profile ID: MetLife

1	700005	BDY	REMOVE/INSTALL	Frnt Bumper Assy				
2	700007	BDY	REMOVE/REPLACE	Frnt Add w/Fog Lamps			1.4 #	
3		BDY	CHECK/ADJUST	Fog Lamps			0.3	
4	700008	BDY	REPAIR	Frnt Bumper Cover			0.4	
5		REF	REFINISH/REPAIR	Frnt Bumper Cover	Existing		1.0* #	
6				MODIFIED REFINISH WITH FULL CLEAR COAT			C 2.3*	
<u>Front Lamps</u>								
7	700038	BDY	REMOVE/INSTALL	L Front Combination Lamp				INC #
8	700055	BDY	REMOVE/INSTALL	R Side Marker Lamp				INC #
9	703290	BDY	REMOVE/REPLACE	L Marker Lamp Assembly	** QUAL REPL PART	8.57	0.2 #	
<u>Front Fender</u>								
10	700221	BDY	REMOVE/INSTALL	L Fender Moulding				
11	700227	BDY	REPAIR	L Fender Panel			0.2	
12		REF	REFINISH/REPAIR	L Fender Panel	Existing		0.5* #	
13				MODIFIED REFINISH WITH FULL CLEAR COAT			C 1.5*	
14	700233	BDY	REMOVE/REPLACE	L Fender Liner	** QUAL REPL PART	56.00	0.3	
<u>Wheel</u>								
15	703340	BDY	REMOVE/REPLACE	Alloy Wheel	Qual Recycled Part	85.00	* 0.3	
16				Line Markup %25.00		21.25		
<u>Front Door</u>								
17	701071	BDY	REPAIR	L Frt Door Repair Panel				
18		REF	REFINISH	L Frt Door Outside	Existing		5.0* #	
19	701886	REF	REFINISH	L Frt Door Moulding			C 2.2	
20	701075	BDY	REMOVE/INSTALL	L Frt Belt Moulding			C 0.8	
21	701077	BDY	REMOVE/INSTALL	L Frt Door Moulding			0.5 #	
22	701079	BDY	REMOVE/INSTALL	L Frt Door Mirror			0.2	
23	701175	BDY	REMOVE/INSTALL	L Frt Door Handle			INC 0.7 #	
<u>Rear Door</u>								
24	702922	BDY	REMOVE/REPLACE	L Rear Door Moulding	87731-26500	141.56	0.3	
25		REF	REFINISH	L Rear Door Moulding			C 0.6	
<u>Additional Costs &amp; Materials</u>								
26	936012		ADD'L COST	Hazardous Waste Disposal			3.00 *	
<u>ADDITIONAL OPERATIONS</u>								
27		REF	ADD'L OPR	Clear Coat				2.1
<u>Additional Costs &amp; Materials</u>								
28			ADD'L COST	Paint/Materials			323.00 *	
<u>MANUAL ENTRIES</u>								
29	900500	BDY *	REMOVE/REPLACE	Restore corrosion protection	** QUAL REPL PART	5.00	* 0.3*	
30	900500	MCH *	ADD'L LABOR OP	Align suspension	Sublet	69.95	* 0.0*	
31	900500	REF *	REMOVE/REPLACE	Flex Additive	** QUAL REPL PART	5.00	* 0.0*	
32	900500	BDY *	REMOVE/REPLACE	Tape Stripe	** QUAL REPL PART	20.00	* 0.3*	
33	900500	BDY *	ADD'L LABOR OP	Mount- Balance lf wheel/tire	Sublet	25.00	* 0.0*	

\* - Judgment Item  
 # - Labor Note Applies  
 \*\* QUAL REPL PART - Quality Replacement Parts  
 C - Included in Clear Coat Calc

BLUE OVAL SERVICE  
 N15 W22180 WATERTOWN RD.  
 WAUKESHA  
 WI 53186  
 (414) 379-7547 (414) 520-4982

KEYSTONE AUTOMOTIVE  
 9532 W. CARMEN AVE.  
 MILWAUKEE  
 WI 53225  
 (800) 924-8230 (414) 463-1019

9 \*\* 92303-26011 8.57 14 \*\* HY1248107 56.00

ESTIMATE RECALL NUMBER: 03/13/2013 07:52:12 FRE56181 -- 1

Mitchell Data Version: OEM: JAN\_13\_V  
 MAPP: JAN\_13\_V  
 Software Version: 7.0.483

Copyright (C) 1994 - 2013 Mitchell International  
 All Rights Reserved

Page 2 of 4



Date: 3/13/2013 07:52 AM  
Estimate ID: FRE56181 -- 1  
Estimate Version: 0  
Committed  
Profile ID: MetLife

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF ONE OR MORE REPLACEMENT PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THE REPLACEMENT PARTS RATHER THAN BY THE MANUFACTURER OF YOUR MOTOR VEHICLE.

Point(s) of Impact

9 Left Side (P), 10 Left Front Side (S), 11 Left Front Corner (S)

Cmnt. Ins Co: MetLife

Inspection Site: BARBARA RUCKER  
Address: 1302 N 46TH ST  
MILWAUKEE, WI 53208-2741  
(414) 447-7908  
(414) 447-7908  
Inspection Date: 3/12/2013

Body Shop: UNKNOWN-OWNER TO PRESENT  
Address: A COPY OF THIS ESTIMATE TO  
SHOP OF CHOICE

FAILURE TO PRESENT THIS ESTIMATE TO REPAIRER MAY RESULT IN ADDITIONAL EXPENSE TO YOU.

THESE REPAIRS SHOULD BE COMPLETED IN ACCORDANCE WITH I-CAR OR TECH-COR PROCEDURES.

NO SUPPLEMENTS WILL BE HONORED WITHOUT PRIOR AUTHORIZATION FROM A METLIFE AUTO AND HOME REPRESENTATIVE. DIRECTION TO PAY REQUIRED.

" The glass part price, kit and labor contained in this estimate have been calculated based on market pricing including markup for your area. The MetLife Auto & Home glass administrator is Safelite Auto Glass. Please contact Safelite Auto Glass at 888-800-4527 if you would like to arrange for them to complete the work.

Your complete customer satisfaction is our goal at MetLife Auto & Home please remember that you have the right to select a repair facility or contractor of your choice. If you have not already chosen a shop or contractor or have no preference, we will be happy to refer you to a vendor in your area.

All information stored, transmitted, received, or contained in MetLife's systems is MetLife's sole property and may be accessed and decrypted by MetLife at any time and may be disclosed to appropriate third parties.

MOTOR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM CODE, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISCONSIN DEPT. OF AGRICULTURE, TRADE AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN 53708-8911

ESTIMATE RECALL NUMBER: 03/13/2013 07:52:12 FRE56181 -- 1

Mitchell Data Version: OEM: JAN\_13\_V

MAPP: JAN\_13\_V

Software Version: 7.0.483

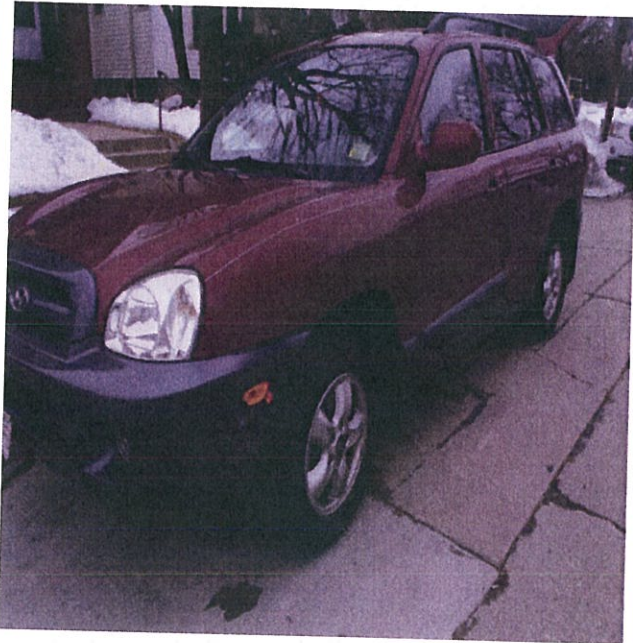
Copyright (C) 1994 - 2013 Mitchell International  
All Rights Reserved

Page 4 of 4



Claim: FRE56181 -- 1 01

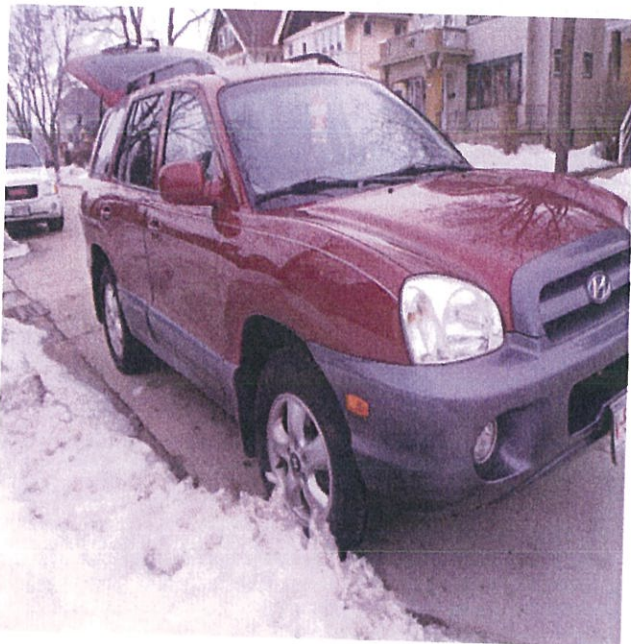
BARBARA RUCKER



P3120001.jpg  
Mar-12-2013 04:23p



P3120002.jpg  
Mar-12-2013 04:23p



P3120003.jpg  
Mar-12-2013 04:23p



P3120004.jpg  
Mar-12-2013 04:23p

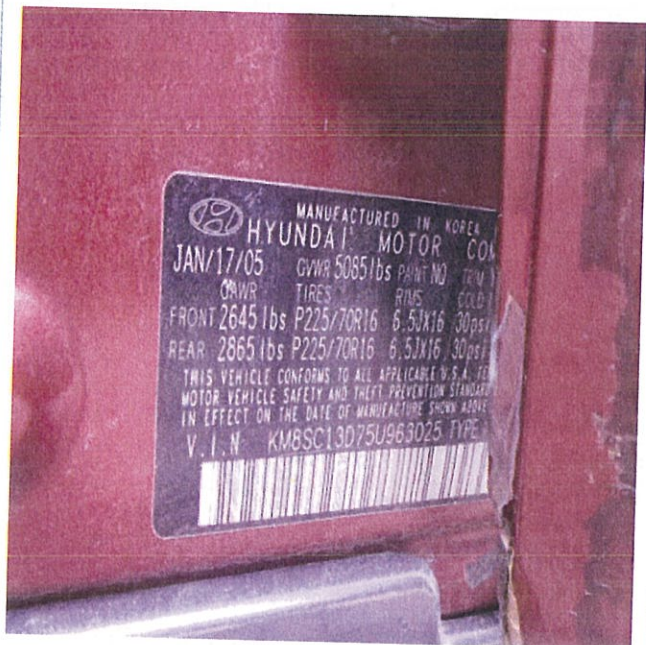




P3120005.jpg  
Mar-12-2013 04:24p



P3120006.jpg  
Mar-12-2013 04:24p



P3120008.jpg  
Mar-12-2013 04:24p



P3120009.jpg  
Mar-12-2013 04:24p





P3120010.jpg  
Mar-12-2013 04:25p



P3120011.jpg  
Mar-12-2013 04:25p



P3120012.jpg  
Mar-12-2013 04:25p

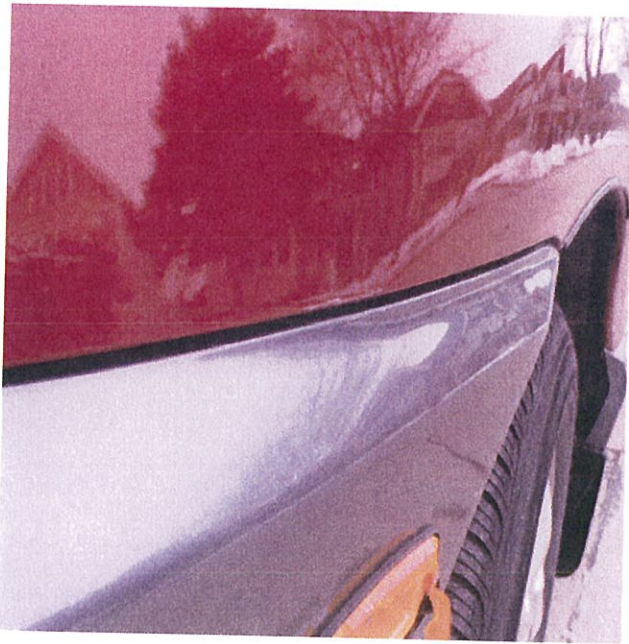


P3120013.jpg  
Mar-12-2013 04:25p

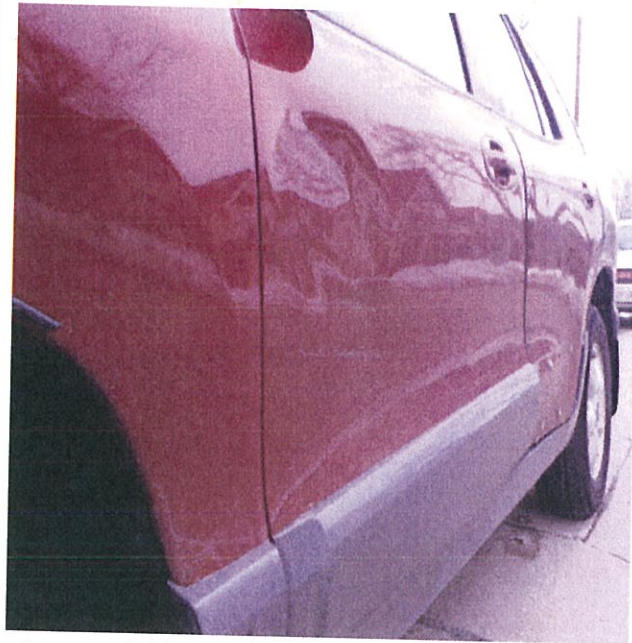


Claim: FRE56181 -- 1 01

BARBARA RUCKER



P3120014.jpg  
Mar-12-2013 04:25p



P3120015.jpg  
Mar-12-2013 04:26p



P3120016.jpg  
Mar-12-2013 04:26p

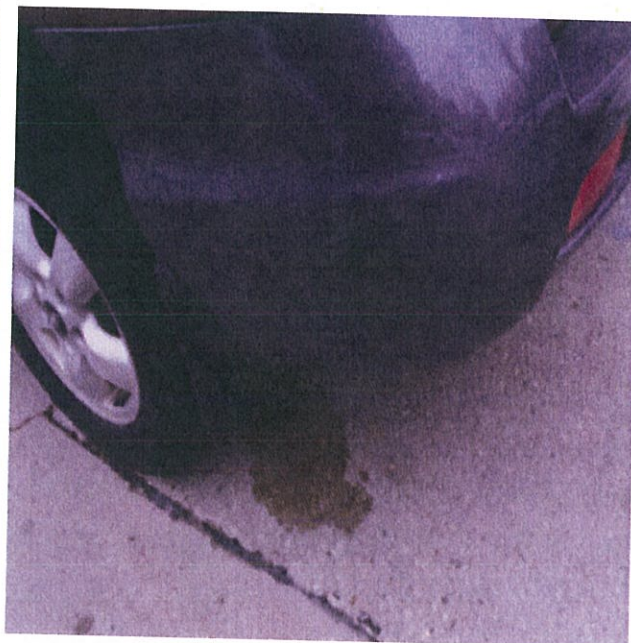


P3120017.jpg  
Mar-12-2013 04:26p





P3120018.jpg  
Mar-12-2013 04:26p



P3120019.jpg  
Mar-12-2013 04:27p

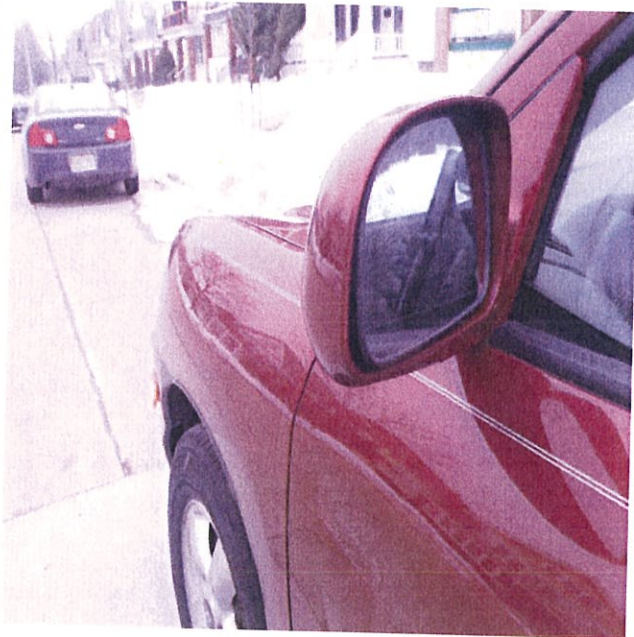


P3120020.jpg  
Mar-12-2013 04:27p

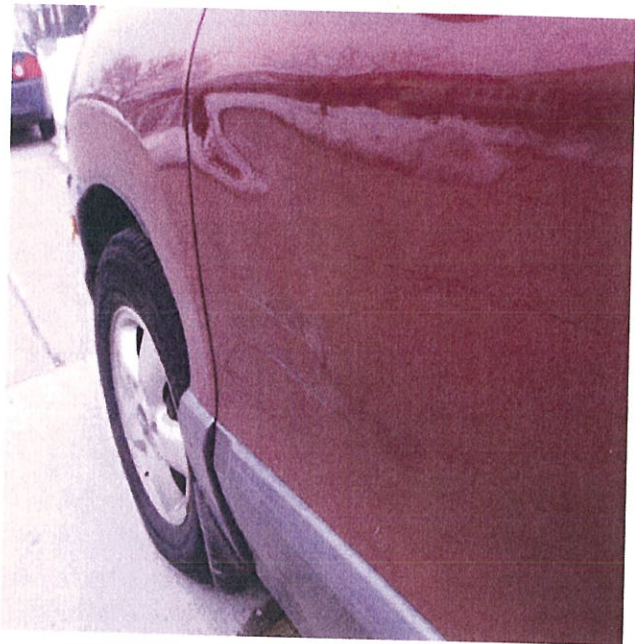


P3120021.jpg  
Mar-12-2013 04:27p





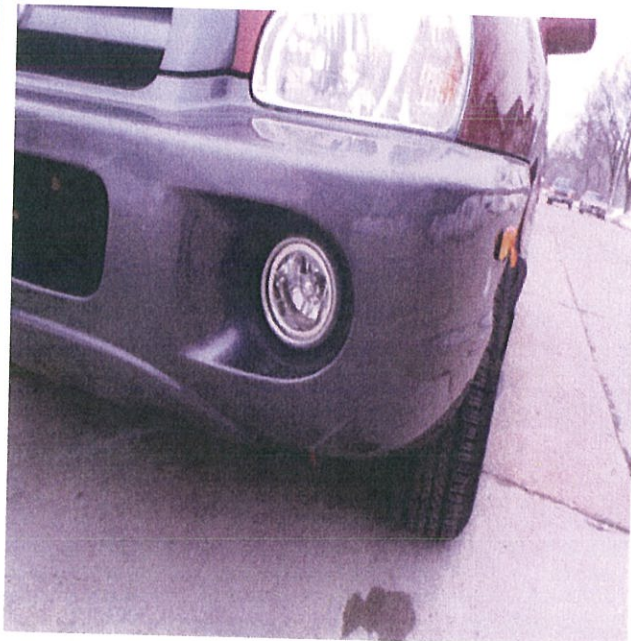
P3120022.jpg  
Mar-12-2013 04:27p



P3120023.jpg  
Mar-12-2013 04:27p



P3120024.jpg  
Mar-12-2013 04:27p



P3120025.jpg  
Mar-12-2013 04:28p