Bernice Calmes 2953A N. 52nd St. Milwaukee, WI 53210

IT OF MUTAUKEE 2011 FEB - 1 PM 1:59 RONALD D. CITY OF FOR

January 26, 2011

Dear Mr. Overhault,

I have received your response in regards of my claim #10-S-371, and I want to appeal it. Despite the fact that you are going by what the city tow lots statements, stating that they didn't touch my vehicle, and they have video and forms stating that the damage wasn't there, I beg to differ. The towing company contractor that you used which is Always towing, improperly handled my vehicle and cracked my bumper by pulling on it. You used that contractor to tow my vehicle, so you should be responsible for the repairs. My front bumper was not cracked prior to it being towed. My vehicle being improperly registered and me having a private tow has nothing to do with the damage to my vehicle. When my tow man came, he noticed the crack on my front bumper before he even towed it, and he stressed that the contractor that you used is known for damaging peoples vehicles because they don't care. So we took pictures of the damages. I am requesting a hearing and I would like to see the video and paperwork from when my vehicle was towed.

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RECEIVER CITY OF MILWAUKE

Thank you Synce (M)

October 12, 2010,

CITY OF MILWAUKEL

2010 OCT 18 PM 1: 36

RONALD D. LEGNMARUS CITY CLERK

To Whom It May Concern:

On October 8, 2010, my silver, two doors Oldsmobile Alero, with license plate number 525-KRD and vin number 1G3NL12E6YC353302, was towed from my residency at 2953A N. 52nd St. I was informed of this at 7:00am by Anthony Dodd. I called the tow lot and they informed that my car was there and also told me the steps on retrieving my vehicle since I was out of town.

At around 2:00pm, my car was retrieved by Anthony Dodd and the towing truck because the city wouldn't allow Mr. Dodd to drive the car home because there wasn't any insurance on it. When they reached my place of residency and dropped the car off, Anthony Dodd and the person who towed the car noticed that there was a crack on the left side of my front bumper, which wasn't there when the city of Milwaukee towed my car. Anthony Dodd informed me of this and sent me some pictures of this, and I also agreed that it wasn't there before they towed it.

I called the city of Milwaukee tow lot to find out the necessary steps to take to file a complaint and they informed me that I had to come and fill out a complaint form and then take it to a walk in center located on: 951 North James Lovell Street room 205. Anthony Dodd turned in the complaint form and they told him that I had to write a letter also.

So I'm writing this letter to inform you that when my car was towed, they did not use the proper tow truck or equipment to tow my car. And because of that, they cracked my front bumper and I would like to be compensated for this mishap.

Thank you

Bernice Calmes

OFFICE OF NEY

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