

[Date]

[Policyholder Name]

[Policyholder Address]

[City, State, Zip Code]

**Subject: Introduction of Your Dedicated Claims Specialist - Claim #[Claim Number]**

Dear [Policyholder Name],

I am writing to introduce myself as your Dedicated Claims Specialist at [Company Name]. I have been assigned to personally oversee your claim regarding [brief description of incident, e.g., the recent water damage at your property].

My role is to ensure your claims process is handled efficiently and to serve as your primary point of contact for any questions or concerns you may have. I will be working closely with you, as well as any necessary inspectors or contractors, to reach a timely resolution.

**Next Steps:**

Currently, I am reviewing the documentation provided. I will contact you by [Date/Time] to discuss the following:

- The status of your initial assessment.
- Any additional information required.
- Estimated timelines for settlement.

If you need to reach me before then, please use the contact information below:

**Phone:** [Phone Number]

**Email:** [Email Address]

**Office Hours:** [Hours, e.g., Monday-Friday, 9:00 AM - 5:00 PM]

We value your business and are committed to providing you with excellent service during this time.

Sincerely,

[Your Name]

[Title]

[Company Name]