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February 4, 2013

Mr. John Bucher
1626 North Wilcox Avenue, Unit #588
Hollywood, CA 90028-

Dear Mr. Bucher:

Thank you for contacting American Family Insurance with your concerns. It is a company goal to provide the best possible service to our customers. One way to improve our service is by listening to our policyholders and others who rely upon us.

Jack C. Salzwedel, Chairman and Chief Executive Officer, has asked me to review your correspondence. I have shared your concern with management in the appropriate area. Again, thank you for bringing this matter to our attention.

Sincerely,

A handwritten signature in blue ink that reads "Angela Hegge".

Angela Hegge
Consumer Affairs Advocate
American Family Life Insurance Company
(800) 692-6326 X30799
consumeraffairs@amfam.com