

April 3, 2014

UTC
David Pratt
Asst Dir, Transportation Safety
P.O. Box 47250
1300 S. Evergreen Park Dr. SW
Olympia, WA 98504-7250

RECEIVED
PROPERTY MANAGEMENT
2014 APR -7 AM 8:31
STATE OF WASH
UTIL. AND TRADE
COMMISSION

Dear Mr. Pratt,

I am writing to contest the cancellation of permit HG 63577 for Kevin Lee Miller, d/b/a KLM Movers. The Docket for this issue is TV 140447.

We are insured through Prime Insurance as of 1/31/2014. We were notified by Suzanne Stillwell on 3/20/2014 by phone that Prime Insurance was not allowed to write our policy in this state. She told me that we had 24 hours to get a new policy. I explained to her that it is a very long process to get a company to write the policy but she maintained the 24 hour requirement.

I immediately contacted my insurance agent, Janiece Chipman with CJ's Insurance to get this taken care of. Janiece has been working with Ms. Stillwell, Prime Insurance and the WA state Insurance Commissioner's office to resolve this.

The Background and Findings on this docket have some inaccuracies.

Background item 2 concerns filing proof of insurance. I contacted my agent when I received this letter in February and verified that this had been done.

Background item 3 states that Prime Insurance does not have a Certificate of Authority to write insurance in Washington State. From what I have been told by Janiece this is a false statement.

Findings and conclusions 3 states our insurance was going to be cancelled effective March 17. This notice came from Progressive Insurance which was not our insurance carrier after 1/31/2014. The reason Progressive is even involved in this process is that we purchased a truck on 1/28/2014 and since Progressive was our carrier until 1/31/2014 they covered that vehicle for 3 days. Prime Insurance has never issued a cancellation notice for us.

I believe all of this is under investigation involving my agent, Janiece Chipman, Prime Insurance, and the Commissioner's office. Because of this, I would request that our HG Permit be reinstated until the clarifications have been worked out. I do not think it is fair to punish us for something that is so unclear in the law.

If you have questions, Janiece has told me she is more than happy to talk with you. She has detailed notes about the conversations that have taken place with the multiple parties involved and understands the terminology much better than I do.

You can reach her at 360-373-3352. You can reach me at 360-698-7710. My husband and I are trying very hard to keep up with all of the compliance requirements to operate within the law and appreciate any consideration you can give us in this matter.

Thank you for your time,

A handwritten signature in black ink that reads "Carol Miller". The signature is written in a cursive, flowing style.

Carol Miller
KLM Movers
360-698-7710
1013 NE Coco Ct
Bremerton WA 98311

cc: Janiece Chipman, CJ's Insurance