

Dear Jim,

12/19/74

I was sitting and smoking before going to bed. And thinking. And something rather pleasant came to mind.

In what I've sent you there may have been reference to the accident we had Monday, in Washington. Everything went wrong then, including that the insurance company did not want to do what I wanted to do, have a Frederick shop tow the car back. If I could have pried the fender loose I could probably have driven it. But it cost a towing charge to get someone there to begin with.

After four miserable wet hours the second towing service came and towed the car to a Plymouth dealer in the suburbs. When I heard nothing by the third day I was a bit uneasy because they were to have called me with a report. So I asked JL to phone and get an impression. He phoned back to say it was bad, that they were talking about maybe three months. If by then they could get the parts. I phoned locally and learned there was no problem with parts and a tow all the way back would be but \$5.00 more than the insurance company paid for the local tow.

I left word about my uneasiness with an adjuster, a total stranger, in the regional office last night, saying it was not necessary for him to call back until he had word but that word I would like.

This morning he had located all the parts the dealer alleged were hard to come by. He then grew uneasy and called me a second time, suggested that I authorize the shift to another shop where he had their word I'd get the car next week, maybe by Xmas. He said they would even pay for the call.

He had already arranged for the car to be picked up and towed to the second shop if I agreed. Of course I did, immediately, phone the first shop.

When we spoke the first time today I told him that the work I did required that I have the use of a car and that if there would be a long delay I'd have to make some other arrangement for transportation. He said he was familiar with my work.

Clearly all the extra trouble he went to, an experience I've never had with any insurance company before, indicates he does not disapprove.

Naturally, I find myself wondering if sympathy with the work is responsible for what I think is extra service, above and beyond the call of mere duty.

I'll know better if not more when I get the car back.

I was concerned that they would total the car, now a little more than 10 years old. But they are not. He was a bit comforting, saying that if it is no more than the \$350 estimate, can't be too bad by today's prices!

A kind of Xmas present, I guess!

Best,