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*Rm 4060*

# California State Senate

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MARK WYLAND

THIRTY-EIGHTH SENATE DISTRICT



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HEALTH  
GOVERNMENTAL  
ORGANIZATION

May 2, 2008

Mr. Woodrow L. Higdon  
2644 Rudder Road  
Oceanside, CA 92054

Dear Mr. Higdon:

Thank you for contacting our office regarding your matter involving your homeowners insurance carrier, Wawanesa Insurance. I am sorry to learn the circumstances which prompted you to contact us. Our office, as a legislative liaison, is committed to assisting constituents of the 38<sup>th</sup> Senate District with issues related to state agencies.

It is the policy of Senator Wyland's office upon receiving a request for assistance to contact the state agency or department whose jurisdiction the issue at hand falls under to learn all of the facts and determine what the next step(s) may be. With respect to the matter in question and based the e-mails you sent to our office, actions taken would include contacting the California Department of Insurance (CDI) to provide accurate information regarding your case along with a request for what options and/or alternatives are available to address the situation.

CDI has advised us that a formal complaint was filed with their Los Angeles office in March 2008. An unfavorable decision was rendered and a re-review by the CDI's Sacramento office has since been requested; their findings should be available soon. We recommend that you also also contact the California Attorney General's Public Inquiry Unit at 916.322.3360 or 800.952.5225 to discuss your case; Their staff will advise you of how they might be able to assist.

Our office will alert you of any information that becomes available to us regarding your case. Please limit all future contact with our office to written correspondence. Again, thank you for your e-mails regarding this important matter. We look forward to providing you whatever assistance is within our jurisdiction.

Sincerely,

A handwritten signature in black ink, appearing to read "Dave Loudon", written over a horizontal line.

Dave Loudon  
Chief of Staff

*5-20-08 CONTACTED & UPDATED*