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**To Whom It May Concern**

July 16, 2024

I am writing to express my sincere thanks to Mr. Niraj Gupta (East Claim Manager, Claim-Customer Care Dept.) for his proactive intervention and support in helping me recovering the insured amount for the damaged goods during my recent relocation from Jamshedpur to Howrah using APML service.

Upon arrival I was worried to discover that some of my belongings had sustained damage during the transport. However, your proactive approach in navigating the insurance claim process made it much less stressful for me. Your commitment to customer satisfaction is truly commendable.

Thank you once again for your invaluable support.

Sincerely,



**Suman Guha**