



Cathy Green &lt;viamed.cathy.green@gmail.com&gt;

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**Re: Missing Box/UPS Claim**

1 message

**Cathy Green** <cathy.green@viamed.co.uk>

Reply-To: cathy.green@viamed.co.uk

To: "Mertens, Anja" &lt;a.mertens@bluepoint-medical.com&gt;

21 February 2022 at 12:04

Dear Anja

Thank you for the update.

Kind Regards

Cathy Green

On Mon, 21 Feb 2022 at 11:53, Mertens, Anja <a.mertens@bluepoint-medical.com> wrote:

Dear Kathy,

please excuse the delay in credit the outstanding amount for the loss.

Unfortunately, the claim lost in UPS claims system but now partly cleared.

The claim is still pending with the insurance company and should be resolved in a timely manner.

The credit note will issued as soon as we have the confirmation from insurance.

Thanks for your patience!

Best regards

i.A. Anja Mertens

Customer Support

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