



Missouri Department of Commerce & Insurance  
P.O. Box 690  
Jefferson City, MO 65102-0690  
1-800-726-7390  
[www.insurance.mo.gov](http://www.insurance.mo.gov)

## Consumer Complaint for Case 397584

Submitted on 05/21/2022

### Complainant's Information

Are you currently represented by an attorney for this matter?: No

Are you the insured?: Yes

What is your relationship to the insured?: Beneficiary

First Name: Juline Middle Name: Anne Last Name: Kerr

Address Line 1: 250 S Church St

Address Line 2: Unit 7282

Address Line 3:

Address Line 4:

Address Line 5:

Address Line 6:

City: Spartanburg State: South Carolina County: Greene ZIP: 29304

Email Address: [julinekerr@icloud.com](mailto:julinekerr@icloud.com)

Do you wish to receive email confirmation?: Yes

Phone Number: 8088664566 EXT:

Alternate Phone Number: 4174599002 EXT:

How do you prefer to be contacted? : Telephone

### Insured's Information(If different than above)

First Name: Middle Name: Last Name:

### Interested Party Information

First Name: Kathleen Last Name: Stayer Description: Mother

First Name: Krysten Last Name: Armato Description: BluCurrent credit union representative

First Name: Kainani Last Name: Tavares Description: Bank of Hawaii fraud department DMS

First Name: Ronda Last Name: Millsap Description: Regional director AAA Missouri

### Insurance Information

Who is the Complaint Against? Provide the name of one or more of the parties you are complaining against.

a. Name of Insurance Company: Cuna Mutual Group

b. Name of Insurance Agency:

c. Name of Agent, Adjuster, Appraiser:

First Name: Last Name:

In what state did you purchase this plan?: Missouri

Policy Number: 02404206 Certificate Number: Claim Number:

Date of Loss/Service: 12/12/2020 Date of Purchase: 01/24/2020 Date Of Cancellation:

Insured Age Group: 25 to 49 Amount in Dispute: 143000

Type of Insurance: Auto, Disability, Life

Reason For Complaint: Agent handling, Claim Delay, Claim Denial, Delays/No Response, Misrepresentation

Details Of Complaint: Made several calls to file a claim against the gap coverage to have the vehicle paid

off and a \$1500 check issued to me for them to lie through their teeth and say it only had mechanical coverage when I have an 18 page doc you sign document from January 24 of 2020 with kristin Armato from BluCurrent Credit Union. They are covering up a \$10 million store Masood constituting Grandtheft, grand larceny of to finance items over \$7500 Bread Financial and Aarons Rent-A-Center, Grand theft auto, Stepft of the United States service dog and abuse of two other service dogs located in South Carolina AKC reunite activated and lost dog issued on all three, 20+ police reports five different states, including a United States Marshal crimestoppers report dated May 1 of 2022, as well as Springfield Police Department Greene County Crime Victims report number 2210186 dated March 31, 2022 AMPRIORA DRN 1882 that replaces a fraudulent police report dated December 12, 2020 number 332 impersonating officer McConnell with a Greene County Springfield Missouri Police Department while providing a fraudulent police report number. Also associated with Jersey Village Texas police report number 20220057 dated February 12, 2022 closing the case Ill call tobacco firearms and explosives. As well as Spartanburg County police report number 22010007 dated January 1, 2022 against Suburban Extended Stay choice hotels.com Spartanburg South Carolina 1993 Reidville Rd. room 404 29301 additionally, deleting Crime Stoppers report of the Midlands Spartanburg South Carolina online to prevent prosecution.

What do you consider to be a fair resolution?: To adhere to their 18 page contract between me and BluCurrent Credit Union thinking they are above the law. They just need to mail the checks on my disability, wife, and gap coverage to my PO Box listed above. Theyre supposed to pay off my car issue a \$1500 check towards the purchase of a new vehicle, \$50,000 on the LIFE portionTheyre supposed to pay off my car issue a \$1500 check towards the purchase of a new vehicle, \$50,000 on the life portion and \$50,000 on the disability portion for permanently disabling me and trying to kill me in my hotel room every day all day from June 24, 2021 through January 20, 2022 also infiltrating Spartanburg County and deleting the police assist call on January 20 where two calls were actually made and they have no record of those calls. Please contact AGENT CHRIS ROBERTS | Head Of FBI Spartanburg South Carolina cell phone and case file as of October 2021 indefinitely 864-415-4930

Authorization Accepted: Yes

Mailing additional supporting information: Yes