

I'm not a robot





































My U-haul storage was burglarized between Nov & Dec 2021, I'm not exactly sure when as I didn't hear anything about my unit being "locked opened, " until 12/27/21 which is over a month after I last accessed it on 11/09/21. On 01/09/22 I put in a claim with Repwest, 01/10/22 I received a voicemail and 2 emails from Jewel Clemente. I called Ms. Clemente back on 01/11/2022, explained the situation and was told what I needed to send in which is the same items in the email, I asked if I can send pictures and was told I can, I asked Ms. Clemente how long will it take to hear anything and was told she didn't have a timeframe until she receives the items for the investigation. 2 days later 1/13/21 I received an email from Ms. Clemente saying my claim was denied because there was no forced entry and "Safestor coverage does not cover loss as a result of theft or mysterious disappearance." My items are not magic and didn't just "mysteriously disappear, " my storage was broken into and my items were stolen, and I didn't even send in my items so Ms. Clemente fake investigation into my claim was not not done correctly, as a one sided investigation isn't thorough investigation. I last access the unit on 11/9/21, the last time I used the U-haul card and entered the building was 12/19/21 but I didn't go to the unit because I realized I forgot my key and walked right back out; cameras and login entry will show this, if the card shows any dates other than 11/09, and 12/26 of me using the card and entering the building it needs to be questioned since those are the only two dates I accessed the building using the card, on 12/19 I tried to use the card but it was after 11pm and wouldn't work, so I don't know if that will show up on the log. I spoke with someone on 12/09 and 12/20 but no one mentioned that my storage was "locked opened, " and James the GM lied claiming they don't keep records of when the card is used and claimed he couldn't pull it up when I told him to. I made my payments on time, my last payment was made over the phone on 12/9/21, so if I left it "locked opened, " since November as the GM James falsely claimed I did then I would have just taking all my items out, instead of making a payment in November and in December, I made these payments because I trusted that my items were locked up like I left it and safe at the U-haul storage unit, and for Ms. Clemente to lie about investigating my claim in two days without given me time to submit my evidence to her and claim there were no signs of forced entry, and that my items "mysteriously disappeared, " is a slap in the face because it feels like she is indirectly saying I stole my own items and refuse to fully investigate my claim. I am the one who asked James multiple times on 12/27 if there are cameras and if I can see the videos to see who broke into my storage, because I believed there were cameras near my storage unit, I also called U-Haul customer service and spoke with an agent inquiring on if they kept records of when the card is used and demanded James show it to me. If I knew what happened to my items like he and Ms. Clemente are indirectly saying, then I wouldn't have pressed for that information because it would incriminate me, and I'm aware that a false claim is illegal and would get me in trouble but I wanted to prove I had nothing to do with my unit being burglarized and wanted to find out what really happened, and still want to know what really happened. I'm the only one with access to the storage, and the dates I accessed it was 09/09/21 when I first got it, late October I can't remember the exact date, I didn't use the card that day because it was business hours so the doors were opened, 11/09 the last time I went into the storage unit and 12/27 the day I found out my items were stolen. I used the card on 11/09, 12/26, and I tried on 12/19 but it was after 11pm so it didn't work. So Unless Ms. Clemente seen these videos or had access to the lock on the storage unit there is no way she could say there wasn't any force entry and because I paid for the lock I have it so if Ms. Clemente did receive a lock my fingerprints will not be on it because it's not the lock that was used on the storage when I had it, and if she seen the video then that would mean I was lied to when I was told that there are no cameras near my storage unit, which would be suspicious because it's one thing to not show me the video maybe for legal reasons or whatever, but it's a different story to flat out lie about having video of what happened to my storage unit. I was also told that the procedure to inform me that my unit was "locked opened, " wasn't done correctly as I was suppose to have been told the day it was discovered, giving up to the end of that business day to come to the location to resolve it, if I didn't come then the lock would be removed the next day and placed in the unit and a new lock put on, also the person making the call was suppose to have had someone record them at the storage unit showing what they were saying for their protection and to show that it was opened, none of that was done. According to James my unit was left opened since 11/09, this meant by 11/10 he should've called me, and told me but he didn't do that, he didn't leave me a voicemail until 12/08, a month later and I didn't receive it until 12/27, I also spoke to someone on 12/09 and 12/19 and was never told about my storage was "locked opened, " this is why I strongly believe it was an inside job because there was absolutely no reason for the staff to not have followed proper protocols unless one or more of them were involved in the burglary of my storage unit, and yes this was a burglary not a mysterious disappearance. My lock was picked opened and the scratches on it shows it was tampered with. Because of this I want full compensation for my stolen property and I will seek any legal actions I can if I don't receive it, I am hoping it doesn't get that far, but I will pursue it if necessary because I strongly believe this burglary was an inside job, research shows u-haul disc locks are easy to pick open, I was told there are only cameras at the front entrance which means U-haul is falsely advertising to be a safe secure location with cameras strategically placed throughout the building, my claim was not thoroughly investigated, and I am being made to feel like I did something wrong because I trusted this u-haul location. I didn't even get the chance to submit my evidence so how exactly did Ms. Clemente get enough information to investigate the facts and circumstances of my claim involving "disappearance" of items from my storage unit, and had enough information to make a decision on it under your Safestor Protection. She never contacted me to get all the dates I went to the storage unit, she doesn't know what I look like and didn't ask me to submit identification to her in case there was a video, so how is a one-sided possibly speaking to the GM James who lied to my face and probably the staff at the location a thorough investigation that provided "enough evidence?" They are not going to admit to anything. I am submitting several collages of pictures of the lock, emails, and denial letter from Ms. Clemente. Page 2 Featured review This review was chosen algorithmically as the most valued customer feedback. My car was hit by a uhaul truck, on 10/29 at the gas station on Central ave in Newark, the driver hit my park vehicle a new 2024 honda civic, and I call you guys and was given a claim # [protected] 2024 and a claim rep, Esmeralda, I spoke to her and gave her the documents needed and never heard from her again, I've called and left messages and emails still nothing... this is so unprofessional! I need help. Highly recommended, but caution will not hurt. Our conclusion: Repwest Insurance Company stands out for their exceptional legitimacy, according to ComplaintsBoard's detailed analysis. This highlights Repwest Insurance Company's reputation as a trustworthy leader in their field. Customers can rely on Repwest Insurance Company's services, assured they're dealing with a highly reputable and fully legitimate company. We found clear and detailed contact information for Repwest Insurance Company. The company provides a physical address, 4 phone numbers, and 2 emails, as well as social media account. This demonstrates a commitment to customer service and transparency, which is a positive sign for building trust with customers. Repwest.com has a valid SSL certificate, which indicates that the website is secure and trustworthy. Look for the padlock icon in the browser and the "https" prefix in the URL to confirm that the website is using SSL. Repwest.com has been deemed safe to visit, as it is protected by a cloud-based cybersecurity solution that uses the Domain Name System (DNS) to help protect networks from online threats. Repwest.com regularly updates its policies to reflect changes in laws, regulations. These policies are easy to find and understand, and they are written in plain language that is accessible to all customers. This helps customers understand what they are agreeing to and what to expect from Repwest Insurance Company. Page 2 Get quotes now! Compare plans from top companies. This Republic Western Health Insurance Company Review will look at the company now known as Repwest Insurance Company. This company is based out of Arizona and offers casualty and property insurance products, with an emphasis on policies related to aspects of moving and storage. The parent company of Repwest is AMERCO. Although the company does not offer health insurance there are other ways to find personal health insurance. You can look for online health insurance right now by just filling in your zip code in the space provided on this page. Republic Western Insurance Company Contact Information The mailing address for Repwest Insurance Company is: 2721 N. Central Ave Phoenix, AZ, 85004 Toll-free phone number: 1-800-528-7134 Fax number: 602-745-6439. For Safe products: Toll-free phone number: 1-877-528-5673 Fax number: 1-877-277-6270 To reach property business liability: Phone number: 602-263-6755, ext 664210 Fax number: 602-745-6413 To reach the Pay with Rent SafeStor: Toll-free phone number: 1-877-202-0736 Fax number: 1-602-745-6412 To reach the claims department: Toll-free phone number: 1-877-528-5674. Besides Arizona, Repwest also has field offices in Pennsylvania, Nebraska, and Canada. Check out the website for their locations. Republic Western Business Property Insurance Repwest Insurance Company offers insurance products that are designed specifically for self-storage companies. The policies available provide a comprehensive package for property protection. Coverages for business insurance include Disposal & Sale Legal Liability and Legal Liability for Customer's Goods. These coverages are unique to the self-storage facility business. Republic Western Insurance Company Safe Products Repwest offers many products to protect you and your belongings, whether you are moving or storing your things. SafeStor Insurance helps to protect your belongings from unexpected and unforeseen losses when you store them. These losses may occur from weather, natural disasters, or other uncontrolled events. Since the owner of the storage facility is not responsible for loss or damage, it is a good idea to get your own affordable insurance. Safemove covers you when you rent a truck from U-Haul. Safemove insurance provides protection of your cargo, accidental death, and medical insurance. You also receive a waiver against damage, which takes any responsibility off your hands for damage to the rental truck. Safetow insurance from Repwest Insurance Company is protection that is specifically designed for those towing a vehicle or trailer. Similar to Safemove, Safetow provides cargo protection, accidental death, and medical insurance. It also includes a damage waiver to protect you from damage to the tow bar, tow dolly, auto transport, or rented trailer. Super Safemove is an insurance product that provides a higher level of coverage than Safemove does. It includes Safemove's benefits as well as additional liability insurance. Under this insurance policy the person leasing the U-Haul and the other drivers will be covered when they drive the U-Haul not only in the United States, but in Canada as well. If you move into an apartment and need renter's insurance, Repwest can help. SafeStorRenter helps protect against: Fire Water damage Theft Other unforeseen events It covers personal property like: Clothing Computer equipment Electronics Furniture It covers what the landlords' policies do not and is quite inexpensive. Republic Western Insurance Company Claims Repwest Insurance Company strives to solve claims in an efficient manner as quickly as possible. If you have a claim to report for anything to do with a U-Haul you have used, there are four different claim field offices in the United States. They are located in New York, Philadelphia, Omaha, and Phoenix. There are also staff members to deal with claims in Los Angeles, Dallas, and Atlanta. The types of claims that Repwest deals with include: Self-insured auto liability General liability Uninsured property claims Republic Western Careers If you are looking for an insurance career, Repwest may be a good company to check out. Employees are offered benefits similar to other companies such as: Paid vacation Medical and dental coverage Retirement savings accounts Insurance for accidental death, life, and disability Educational assistance Besides traditional benefits, employees also enjoy other perks such as: Work schedules that are flexible Work environment that is modern and high tech Online technical training Business casual dress Complimentary parking downtown Onsite café Multiple opportunities to advance your career Check for current job openings with Repwest on their website. You can also apply for job positions online. If you would like to find health insurance you can compare health insurance rates right now by filling in your zip code. View Similar People