Email from Costco's Logistics Claims Department, December 2, 2024
Reproduced from the plaintiff's records. Telephone numbers, street addresses, personal email addresses and the names of private individuals have been removed. Nothing else is changed.

From: "Bradley E. Byrd" <[plaintiff email]>
To: David Reed <david@rivercityclaims.com>
Date: Mon, 2 Dec 2024 18:03:30 -0500
Subject: Fwd: Property Damage - Installer Claim Created - Bradley Byrd - [phone removed] Claim 241202-036090 [Service Request: 241202-036090]

Begin forwarded message:

From: "Costco Ecommerce" <webservice@contactcostco.com>
Subject: Property Damage - Installer Claim Created - Bradley Byrd - [phone removed] Claim 241202-036090 [Service Request: 241202-036090]
Date: December 2, 2024 at 5:53:43·PM EST
To: [plaintiff email]
Reply-To: "Costco Ecommerce" <webservice@contactcostco.com>

<http://www.costco.com/>

Subject
Property Damage - Installer Claim Created - Bradley Byrd - [phone removed] Claim 241202-036090
Response By Email ([name removed]) (12/02/2024 02:53 PM)
Dear Valued Costco Member Byrd,

This email correspondence confirms receipt of your recent property loss notice. Damage claim number 241202-036090 has been assigned to your file. We have notified our provider, who will be handling your claim directly. They will contact you within the next 48 hours to schedule an appointment (or obtain photos/estimates) to investigate your damage claim. If you have not been contacted by 12/05/2024 05:00 PM(excluding Sundays/Holidays), please notify us via email at Clclaims@costco.com .
When responding to email with pictures and estimates, please include your claim number 241202-036090 and reply to all.

In the meantime, we have provided a list of actions you can take to ensure timely handling of your claim:
· Take the necessary steps to mitigate your damages (i.e.: use your shutoff valve to stop leaks, remove any standing water, and minimize traffic in the damage area).
· Gather any estimates and photos of damages you would like considered in the investigation.
· If you believe the damage may be due to the unit being defective, contact the original equipment manufacturer (OEM) immediately to schedule service. The OEM·s contact information can be found in your Owner·s Manual or on their company website.
· Please be advised that the unit needs to remain in the home until all inspections have been completed. Failure to do this may jeopardize your damage claim.

Costco Logistics is committed to handling your claim as quickly and fairly as possible. Your cooperation and patience during the claims process is greatly appreciated.

[name removed]
Costco - Logistics Claims Department
Clclaims@costco.com

Auto-Response By (Administrator) (12/02/2024 11:30 AM)
Your Claim has been submitted!

Service Request # 241202-036090
Date Created: 12/02/2024 11:30 AM

Date Last Updated: 12/02/2024 02:53 PM
Costco Customer Service <https://customerservice.costco.com/>
[---002:001713:38369---]

Regards,

Brad Byrd