Emails with Costco's claims administrator, December 3, 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: Aaron Nichols <Aaron_Nichols@gbtpa.com>
To: "Bradley E. Byrd" <[plaintiff email]>
Date: Tue, 03 Dec 2024 19:35:17 +0000
Subject: RE: CL CLAIM: 241202-036090 // GB CLAIM: 003632-747829-PB-01 // BRADLEY BYRD
Hi Bradley,
Received.
Thank you,
Aaron Nichols | Resolution Manager | Gallagher Bassett-Costco Wholesale Corporation
Gallagher Bassett CA License Number: 2731012
Reporting Branch: Downers Grove (197) | Office Location: St. Peter·s, MO
Mailing Address: PO Box 6330, Oakbrook Terrace, IL 60181
D: [phone removed] | F: [phone removed]
E: aaron_nichols@gbtpa.com
Alternate Point of Contact: Hope Walton [phone removed] :Hope_Walton@gbtpa.com
Gallagher Bassett is committed to providing exceptional service. If you wish to share a compliment or comment
about the service I have provided, please email GB.ServiceExcellence@gbtpa.com.

From: Bradley E. Byrd <[plaintiff email]>
Sent: Tuesday, December 3, 2024 1:25 PM
To: Aaron Nichols <Aaron_Nichols@gbtpa.com>
Subject: Re: CL CLAIM: 241202-036090 // GB CLAIM: 003632-747829-PB-01 // BRADLEY BYRD
[EXTERNAL]
Hi Aaron,
Attached are the two following items:
1. Mold remediation protocol. This is what must be followed to remediate the home. It dictates that we must
evacuate the property.
2. Receipt for the remediation protocol.
On Dec 3, 2024, at 11:47·AM, Aaron Nichols <Aaron_Nichols@gbtpa.com>
wrote:
Hi Bradley,
Gallagher Basset Services is the third party administrator for Costco Wholesale Corporation. Costco Wholesale is
self-insured.
I am sending you this email today in regard to a claim that has been reported to Costco Wholesale. Please give me a
call at your convenience to discuss the claim. My normal business hours are Monday through Friday 8:00 AM ·
4:00 PM CST.
In the meantime, please review the following actions you can take to ensure timely handling of your claim:
  *   Please be advised that the unit and any defective parts need to remain in your home until all inspections have
been completed and liability has been determined. Failure to do this may jeopardize your damage claim.

  *   Take the necessary steps to mitigate your damages (i.e.: use your shutoff valve to stop leaks, remove any
standing water).
  *   You may consider contacting your Homeowners Insurance Carrier as they have an insurable interest on the
property and can assist with timely repair completion.
Thank you,
Aaron Nichols | Resolution Manager | Gallagher Bassett-Costco Wholesale Corporation
Gallagher Bassett CA License Number: 2731012
Reporting Branch: Downers Grove (197) | Office Location: St. Peter·s, MO

Mailing Address: PO Box 6330, Oakbrook Terrace, IL 60181
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