Email from RXO, 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: Paul Mathews <paul.mathews@rxo.com>
To: "[plaintiff email]" <[plaintiff email]>
Cc: "[email removed]" <[email removed]>, [name removed] <[email removed]>
Date: Tue, 03 Dec 2024 21:59:49 +0000
Subject: Damage Claim

Good afternoon,

I'm contacting you regarding your claim of damage during the installation by Costco. Please provide photos and/or descriptions of the damages. When responding, please remember to hit "reply all" so the service provider is also informed. I know also that the Operations Manager, Brandon Jacobs visited you as well and was able to survey the damages first-hand.

It's important to clarify that Costco contracts RXO for deliveries, and RXO, in turn, hire third-party contractors like [name removed]' team [phone removed]). You'll liaise with them to settle the claim. My role is to ensure prompt handling of the claim and satisfactory resolution for all parties involved.

[name removed], here is the customer information:

Bradley Byrd

[street address removed]

St Johns, 32259

[phone removed]

This is from [name removed]'s route on 12/02, stop 4.
Regards,

Paul Mathews
Lead, LM Operations, Last Mile

RXO
10490 Busch Dr N Suite #1
Jacksonville, FL 32218 USA
O: [phone removed]
M: [phone removed]
E: paul.mathews@rxo.com