Reply to Tony Dattilo, January 11, 2025
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: Tony Dattilo <tdattilo@costco.com>
Date: Sat, 11 Jan 2025 16:25:43 -0500
Subject: Re: Costco Wholesale Corporation
Mr. Dattilo,
Thanks for responding to me on a weekend.
Your timelines are correct and everything you state is accurate. My PA has been unavailable since Wednesday and is
out until Monday.
The real issue is that the last information that I heard from anyone on behalf of RXO or Costco was on 12/18/2024.
I asked the persons at Sedgwick to contact on 12/19/2024 and again at a later date and I did not hear anything from
anyone. This caused me to feel the need to hire a PA which in turn costs me more money out of pocket. Had
Sedgwick, RXO, or Costco reached out to me at any point during that 13 day period with any updates at all I would
not have felt the need to hire a PA. Furthermore, nobody at all responded acknowledging my email to them that I
was hiring a PA.
I·m sure you are aware that there was also an issue of Sedgwick sending out a specialist to test the area and
disagreeing with the expert that I hired. My expert holds the highest level credential in my State for remediation
protocols and stated my home was uninhabitable in a report that I provided to Sedgwick. In Sedgwick·s very last
email to me on 12/18 they told me that my home was habitable despite have no scientific reports to back it up.
Those two adjusters have been reported to the states CFO who oversees insurance adjusting practices as that was out
of line and put my family·s health at risk to save a few dollars.
On 12/12 I received a call from the local RXO Operations Manager who stated they were working on securing
funding for alternative housing so I wouldn·t have to come out of pocket. I have not heard a word about it since.
Combine the complete radio silence since 12/18, the inappropriate actions by an adjuster from Sedgwick, and the
lure of alternative housing arrangements that never materialized, one could see how I could start to doubt the
commitment of RXO and Costco to resolve this in a timely manner and make me feel like I either needed to hire a
PA or an attorney - all of which could have been easily avoided by communications.
I am disappointed but not angry that this incident happened as these things do happen. I am angry that the
contractor that came out to my house was uninsured. I am disappointed in the handling of the claim since. What
started off great quickly turned stale. I am fortunate enough to be able to weather this financially but I can·t help but
wonder what would happen if this happened to a member who didn·t have the finances to move and fix with the
same levels of communications. I created a blog, www.costcowaterdamage.com and have had several people send
me messages saying they·re going through something similar on a smaller scale. Certain policies need to be looked
at so that Costco member·s aren·t struggling due to these types of accidents.
Brad Byrd
> On Jan 11, 2025, at 2:45·PM, Tony Dattilo <tdattilo@costco.com> wrote:

>
> <image.png>
> Jan 11, 2025
>
> Mr. Bradley Byrd
> [street address removed]
> Saint Johns, FL 32259
>

> Dear Mr. Byrd:
>
> I am writing in response to your January 7, 2025 email to Costco·s CEO, Ron Vachris. As Mr. Vachris previously
wrote to you, on behalf of Costco, I am very sorry for what you and your family have experienced.
>
> Our records indicate that December 31, 2024, you instructed RXO and Sedgwick to work directly with your public
adjuster. After receiving the public adjuster·s letter of representation on January 2, 2025, Sedgwick has been in
communication with your public adjuster and is awaiting estimates, invoices, receipts, and other documentation
supporting your claim. We understand your adjuster has been on a hunting trip or otherwise unavailable, and is
returning Monday.
>
> I am the Vice President over Costco Logistics. My email address is tdattilo@costco.com , and my phone number is [phone removed]. I will be in communication with RXO
until your claim is resolved. Please feel free to contact me directly.
>
> Sincerely,
>
> Tony Dattilo
> Vice President
> Costco Logistics
>
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