

PLEASE PLACE ON CUSTOMER'S LETTERHEAD

[Date]

BY FACSIMILE (703) 205-6249

Customer Administrator
Claims Resolution Management Corporation
3110 Fairview Park Drive, Suite 200
Falls Church, Virginia 22042-0683

Dear Customer Administrator:

This letter is to inform you that _____ will be the User Administrator within our law firm for C. E. Thurston & Sons Asbestos Trust. As User Administrator, he/she will be responsible for the set up and maintenance (including additions and deletions) of other Users within our firm, as shown in Figure 7-8 on page 41 of the CRMC e-Claims User Training Manual. The User Administrator is also required to notify you by e-mail of those designated Users who desire CDT authority upon passing the CDT certification examination, and to notify you if any e-Claims user leaves the firm or otherwise loses authority to use the e-claims system on the firm's behalf. In addition, I hereby request the following permissions be granted to the above named UA:

- ___ Inquire. The ability to see claim status, review history and run reports for the law firm.
- ___ Message board. The ability to receive information and feedback via the law firm message board.
- ___ Demographics. The ability to enter claimant information: name, address, phone, DOB, DOD, personal representative, personal representative's address, and exposure information.
- ___ Edit. The ability to edit demographic information.
- ___ Reactivate. The ability to accept the last offer for a deactivated claim or to request recategorization of the claim.
- ___ Response: The ability to respond to offers and denials by electing to accept, recategorize, or request Arbitration.
- ___ Submit. The ability to submit a claim that has been added.

- ___ Withdraw. The ability to withdraw a claim that has been added.
- ___ CDT. The ability to review and evaluate a claim using the Categorization Decision Tree (CDT). This is only for users who have been trained and certified by CRMC to evaluate and process claims online.

Sincerely,

Handwritten signature of partner

Partner's printed name