

PLEASE PLACE ON LAW FIRM'S LETTERHEAD

[Date]

Law Firm Administrator
Claims Resolution Management Corporation
3120 Fairview Park Drive, Suite 200
Falls Church, Virginia 22042-0683

Dear Claims Resolution Management Corporation:

This letter is to inform you that _____ will be the User Administrator within our law firm for the North American Refractories Company Asbestos Personal Injury Settlement Trust ("the NARCO Trust"). As User Administrator, (or he/she) _____ will be responsible for set up and maintenance (including additions and deletions) of other Users within our firm, as shown in Figure 71 on page 65 of the CRMC e-Claims User Training Manual. The User Administrator is also required to notify CRMC 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 for claim submissions.
- ___ **Demographics.** The ability to enter injured party information.
- ___ **Edit.** The ability to edit demographic information.
- ___ **Response.** The ability to respond to offers and denials by electing to accept, recategorize, elect Individual Evaluation, or request Arbitration.
- ___ **Withdraw.** The ability to withdraw a claim.
- ___ **Payment.** The ability to view summary payment information, EFT information, or check information.

Sincerely,

Authorized Signatory

Printed name of Signatory