

PLEASE PLACE ON LAW FIRM'S LETTERHEAD

[Date]

BY FACSIMILE (703) 205-6249

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, 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 if any e-Claims user leaves the firm or otherwise loses authority to use the e-claims system on the firm's behalf by disabling their account. 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, personal representative information, exposure information, alleged disease, claim election type.
- ___ Edit. The ability to edit demographic information.
- ___ Reactivate. The ability to request recategorization of the claim.
- ___ Response: The ability to respond to offers and denials by electing to accept, recategorize, elect Individual Review or request Arbitration.
- ___ Withdraw. The ability to withdraw a claim that has been added.

Sincerely,

Authorized Signatory

Printed name of Signatory