

**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

Dear Claims Administrator:

This letter is to inform you that \_\_\_\_\_ will be the User Administrator within our law firm for the Durabla Trust. As User Administrator, (he/she) will be responsible for set up and maintenance (including additions and deletions) of other Users within our firm. The User Administrator is also required to disable the account of any e-Claims user if they leave 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 add and edit demographic information.
- \_\_\_ **Response.** The ability to respond to offers and denials by electing to accept, recategorize, etc.
- \_\_\_ **Withdraw.** The ability to withdraw a claim.
- \_\_\_ **Payment.** The ability to view summary payment information, EFT information, or check information.

Sincerely,

\_\_\_\_\_  
Handwritten signature of partner

\_\_\_\_\_  
Partner's printed name