



WITHOUT PREJUDICE

Via email: helita.dewitt@jlahome.com

5 September 2023
E & E Co. Ltd.

Attention: Consumer Affairs Department

Re: Tender Letter
Our Client: Costco Wholesale Canada
Our File No: 003632-693802-PB-01
Date of Incident: 8/20/2023
Member: FAKHAR, Mozhedeh

Good Day,

Gallagher Bassett Canada is the Third Party Administrator for Costco Wholesale Canada Ltd.

As you are aware, under the terms and conditions of your contract with Costco Wholesale, you are responsible for any claims that may arise for damages due to any defects of products produced by you.

Member's dog bit and ate the fluff out of the pet bed and then started vomiting. Member took him to emergency, had surgery with lots of inflammation/medication. The expenses of medications/surgery was \$4782.81 which is beyond Member's ability to pay for and claims it all because he ate the fluff in bed. **The Costco item number is 1677237. Member has retained the product and is seeking vendor contact.**

Mozhedeh Fakhar
8 Lurgan drive North York, ON M2N 2E9
Tel: (647) 504-7382 E-mail: mozhdeh.fakhar@yahoo.com

In the interest of good customer service, we request that you contact the member within 24 hours as well as confirm receipt of this correspondence and further handling of the matter to the undersigned. We look forward to hearing from you.

Regards,

Mary-Lynne Lunn | Resolution Manager | Gallagher Bassett
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