



December 04, 2024

Mainstays

Attention: Claims Department

Re: Customer Name: Cody Gross
 Date of Loss: 20-Nov-2024
 CRAWFORD File No.: 4027181

Dear Mainstays,

We are the adjusting firm that handles commercial general liability claims against Walmart and are investigating an incident that occurred on 20-Nov-2024 involving allegations of a defective product. Attached is a copy of the Incident Report for your review.

We have identified the product in question as,

Product Name – MS7PC BIAB D

UPC # - 067571689359

Item # - 30376958

which product was supplied to Wal-Mart pursuant to the terms of a Vendor Agreement. As you are aware, the Vendor Agreement contains a hold harmless and indemnity clause that requires you to defend, indemnify and hold Wal-Mart harmless in this matter.

Given that this incident arises out of allegations of a defective product, Wal-Mart expects that you will contact the customer, carry out an investigation and resolve the matter as you deem appropriate.

The customer contact information is as follows:

Name – Cody Gross

Phone # - [\(403\) 617-7022](tel:4036177022)

Email address - cody.gross89@gmail.com

We have confirmed that the product in question is in the possession customer (Cody Gross). We would ask that you contact the customer to make arrangements to take possession of the product.

Please confirm in writing within 2 weeks that you have received notice of this claim and that you and/or your representative are handling this matter.

We look forward to hearing from you.

Yours truly,
Crawford & Company (Canada) Inc.

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“This correspondence is sent by Crawford and Company (Canada) Inc. as authorized administrator for
AIG Insurance Company of Canada.”