



Gallagher Bassett Canada Inc.

WITHOUT PREJUDICE

27 January 2025

E & E CO LTD.

Attention: Consumer Affairs Department

Re: Tender Letter  
**Our Client:** Costco Canada  
**Our File No:** 003632-754739-PA-01  
**Date of Incident:** 12/14/2024  
**Member:** Krasnykh, Mariia

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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.

We were advised by the member that they had purchased product and claims, she bought a KS pet bed & took overseas for a present. She sat on it and was scratched by a huge needle that was inside the bed. Please see attached documents. The member would like to be contacted by the Vendor. The Costco item number is 1815241.

Member: Krasnykh, Mariia  
505-1251 Jervis St Vancouver, BC V6E 2E1  
Phone: (672) 272-4668, (672) 272-0973  
Email: [mariyakrasnykh@gmail.com](mailto:mariyakrasnykh@gmail.com);

Product Location: Member retained

WH CONTACT NAME: LAST: MacKenzie, FIRST: Heather, W PHONE: (604) 622-5050  
[w552mgr3@costco.com](mailto:w552mgr3@costco.com); [w552adm@costco.com](mailto:w552adm@costco.com); [w552frn@costco.com](mailto:w552frn@costco.com); [w552mgr2@costco.com](mailto:w552mgr2@costco.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.

Kind Regards,  
Amelia Dass/ Resolution Manager/ Gallagher Basset  
100 Consilium Place, Suite 300, Scarborough, Ontario M1H 3E3  
D: 416-645-9675 | Toll Free: 1-833-848-4113 ext. 9675 | F: 416-645-7111  
E: [Amelia\\_Dass@gbtpa.com](mailto:Amelia_Dass@gbtpa.com)  
Alternate Point of contact: [marylynne\\_lunn@gbtpa.com](mailto:marylynne_lunn@gbtpa.com) 416-645-7106