



April 30, 2026

FRIENDS FOREVER PET CO LT

RE: Member: Cindy Elias  
Our Claim No.: 003632-815385-PB-01  
Date of Incident: 04/19/26  
Product information: KS puppy pad-1792990

Dear Sir or Madame:

Gallagher Bassett Services is the Third Party Claims Administrator for Costco Wholesale Corporation. Costco Wholesale is self-insured. In that capacity we have received the following product complaint from our warehouse:

The member stated that he purchased the product at 0658– TRACY CA Costco Center Located at 3250 W. GRANTLINE RD., TRACY CA 95377. The last known location of the product is with the member, but is currently unknown. The member is claiming that the member purchased the product 2/4/2017. Member is claiming that purchased puppy pads 31 times and a lot of her pads leaked through.

The members' contact information is provided below:

Cindy Elias  
2192 Tennis Lane  
Tracy CA 95377  
Phone: (209) 406-2294  
Email [xxforbiddensinxx@gmail.com](mailto:xxforbiddensinxx@gmail.com)

After reviewing **the facts of this matter, along with the vendor agreement between Costco Wholesale Corporation and FRIENDS FOREVER PET CO LT we are requesting that you accept our tender. Please assume the handling of the claim by contacting Cindy Elias within 2 business days.**

Thank you for your cooperation in addressing this product complaint. Should you have any questions please contact me on the number below or via email.

Sincerely,

*Tracy Justis*

Tracy Justis  
Resolution Manager  
P: (630) 282-2440  
E: [tracy\\_justis@qbtpa.com](mailto:tracy_justis@qbtpa.com)