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| 11/30/2012 |
| **Carrier** |  | **Claimant** |
| A & A Express |  | Smith & Company |
| 2147 Lakeland Parkway |  | 2400 Lakeshore Blvd |
| Attn: Jim Keller |  | Suite 623 |
| Turlock, CA 95382 |  | Newark, NJ 10012 |
|  |
|  |  | Contact: Jane Demo |
|  |  |  | Phone: 234-344-3422   Fax: 234-344-3410 |
|  |  |  |  |
|  |
|  |  |  | Claim Number: LD11107 |
|  | Pro Number: 453463261 |
| Dear Claims Manager, |
|           On 11/01/2012, Smith & Company filed freight claim LD11107 against A & A Express for the amount of $68,800.00. This claim was filed for Carton Damage Only on a shipment tendered to Arizona’s Supply Company . This shipment was assigned your pro number/airway bill number: 453463261It has been one month since we filed our claim and we have yet to hear from you. Please acknowledge the receipt of our claim in writing or electronically. Please contact me if any additional documentation, evidence or other pertinent information is required to further process the claim. Refer to our claim number on any future correspondence concerning this claim.Your immediate attention to this request is greatly appreciated. |
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| Sincerely, |

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| Jane DemoSmith & Company | **Signature:**  https://www.myezclaim.com/MYEZCLAIMNET/FileService.aspx?filename=/Uploads/2/2012/November/c5d63204-17eb-4d54-9f17-a996f5a45044/Jane%20Demo%20.jpg&img=1\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
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11/28/2012 |
| **Carrier** |  | **Claimant** |
| A & A Express |  | Smith & Company |
| 2147 Lakeland Parkway |  | 2400 Lakeshore Blvd |
| Attn: Jim Keller |  | Suite 623 |
| Turlock, CA 95382 |  | Newark, NJ 10012 |
|  |
| Carrier Claim Number: 4564756 |  | Contact: Jane Demo |
|  |  |  | Phone: 234-344-3422   Fax: 234-344-3410 |
|  |
|  |  |  | Claim Number: LD11107 |
|  |  |  | Pro Number: 453463261 |
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| ***\* \* \* 1 2 0 D A Y S (or more) P A S T D U E \* \* \**** |
| Dear Claims Manager, |
|            Our records show that claim LD11107 remains open on your account. We have made repeated requests for your attention in resolving this matter.          Since the claim was submitted to your office on 7/26/2012, you have had sufficient time to thoroughly investigate this claim. We have submitted all necessary documentation to support this claim, including (a) the original bill of lading, (b) evidence of freight charges, and (c) either the original invoice, a photocopy of the original invoice, or an exact copy of the original invoice certified to be true and correct with respect to the property and the value. This shipment was assigned your pro number/airway number: 453463261.          Federal regulations require the carrier to either pay, decline, or make a firm compromise settlement offer in writing or electronically to the shipper within one hundred twenty (120) days of receipt of the claim. If the claim cannot be processed within such time period, the carrier must at that time and at the expiration of each succeeding sixty (60) day period advise the shipper in writing or electronically of the status of the claim and the reason for the delay in disposing of the claim.Please contact me at 234-344-3422 to discuss this past due balance. |
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| Sincerely, |
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| Jane DemoSmith & Company | **Signature:**  https://www.myezclaim.com/MYEZCLAIMNET/FileService.aspx?filename=/Uploads/2/2012/November/c5d63204-17eb-4d54-9f17-a996f5a45044/Jane%20Demo%20.jpg&img=1\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 11/28/2012 |
| **Carrier** |  | **Claimant** |
| A & A Express |  | Smith & Company |
| 2147 Lakeland Parkway |  | 2400 Lakeshore Blvd |
| Attn: Jim Keller |  | Suite 623 |
| Turlock, CA 95382 |  | Newark, NJ 10012 |
|  |
| Carrier Claim Number: 4564756 |  | Contact: Jane Demo |
|  |  |  | Phone: 234-344-3422  Fax: 234-344-3410 |
|  |
|  |  |  | Claim Number: LD11107 |
|  |  |  | Pro Number: 453463261 |
|  |
| ***\* \* \* S E C O N D R E Q U E S T \* \* \**** |
| Dear Claims Manager, |
|           As of 11/28/2012, we are still awaiting resolution on our claim LD11107. This claim was submitted to your attention on 9/26/2012 for the amount of $68,800.00. We need your immediate attention to this outstanding amount. If you need additional information, please contact me. |
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| Sincerely, |
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| Jane DemoSmith & Company | **Signature:**  https://www.myezclaim.com/MYEZCLAIMNET/FileService.aspx?filename=/Uploads/2/2012/November/c5d63204-17eb-4d54-9f17-a996f5a45044/Jane%20Demo%20.jpg&img=1\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
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| 11/28/2012 |
| **Carrier** |  | **Claimant** |
| A & A Express |  | Smith & Company |
| 2147 Lakeland Parkway |  | 2400 Lakeshore Blvd |
| Attn: Jim Keller |  | Suite 623 |
| Turlock, CA 95382 |  | Newark, NJ 10012 |
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| Carrier Claim Number: 4564756 |  | Contact: Jane Demo |
|  |  |  | Phone: 234-344-3422    Fax: 234-344-3410 |
|  |
|  |  |  | Claim Number: LD11107 |
|  |  |  | Pro Number: 453463261 |
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| ***\* \* \* T H I R D R E Q U E S T \* \* \**** |
| Dear Claims Manager, |
|               As of 11/28/2012, your claim LD11107 remains open on your account. Please consider this notice as a demand for payment on our loss of $68,800.00. This shipment was assigned your pro number/airway bill number: 453463261 . Please contact me at 234-344-3422 to discuss this past due balance. |
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| Sincerely, |
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| Jane DemoSmith & Company | **Signature:**  https://www.myezclaim.com/MYEZCLAIMNET/FileService.aspx?filename=/Uploads/2/2012/November/c5d63204-17eb-4d54-9f17-a996f5a45044/Jane%20Demo%20.jpg&img=1\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
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