Cleveland Insurance

#18 Oakland, CA

Gordon A. Lacey

November 20, 1973

Claims Handling Services - West Coast

We reviewed your letter of October 17th in which you made comments relative to what you define as poor handling by the Liberty Mutual district office servicing Oakland and San Leandro.

In your past communications to us on the Brownlee case, you have mentioned several times, incidents which you considered to be "poor service" on the part of Liberty's servicing our account. We have specific reference to the Brownlee case and one or two others.

As to the specifics of the case, there are some events in connection with the claim which because of its nature, were inponderable. I will, however, ask J. Kull to respond to you directly on the Brownlee case to set forth the issues, probable liability, and appropriate handling to be given the claim by Liberty. Redacted

Of more concern to us, however, is the remark you made in the last paragraph of the first page of your letter in which you express some concern that the service of our account "will continue to flounder until Liberty Mutual stabilizes our account representative". We must be obviously extremely concerned with any problems involving a Liberty Mutual district office responsible for a substantial amount of our claim service. We have had several very serious and costly claims handled by the Liberty office in the past eighteen months. I agree with you that we should have the very best efforts of Liberty Claims people in handling those cases which represent significant liability to the Company. Particularly, we should have confidence in their outside Legal Counsel.)

In the past, where problems have existed, it has been our practice to visit the location with a Division Service Representative of Liberty, where we could have an extended meeting with yourself and the Claims Manager of the District Office to frame out what we expect in the way of "standard operating practices" from the Liberty. We have had problems in Hibbsboro, Detroit and Elgin in the past, however, a kind of "Summit meeting" has usually been effective in crystalizing the problems and a frank discussion of adjustments necessary has led to a smooth flow of service to our account.

I offer this to you as an opportunity to perhaps strengthen our claims handling for the Oakland and San Leandro Plants. If you feel such a meeting might be helpful and beneficial in having full rapport with Liberty, I would like to hear from you.

R. J. MALONE

N40588

RJM:kmk