

Paoli

5/18/64

Administration

Mr. H. A. McCaskill

Servicing the Johns-Manville Account

W. W. Wright/fnf

cc: Mr. R. L. Smith

Based on our meeting with Mr. Dutcher, it is my understanding that you will draft a suggested statement covering how we intend to provide improved service, handle complaints, communications, etc. to assist our customer Johns-Manville in whatever manner is appropriate.

It is my understanding that your draft will be reviewed by executives of both companies, probably at a meeting in Paoli sometime within the next few weeks, so that there will be a clear understanding for all concerned. By copy of this letter to Mr. Smith, I am informing him of our plans in this manner with the request that he review the draft, discuss the subject with you and me, and make plans to attend the Paoli meeting.

It is my further understanding that you are considering assigning Mr. Sikes to this new position of handling communications and service for Johns-Manville. I hope that we can define the job so that Mr. Sikes will be able to function effectively, and so eliminate the necessity for others in your organization (particularly Mr. Abbey) from having to spend time on this account in the future.

file
RKS
JM agreement