

9-28-73

August 31, 1973

Mr. William C. Wangler,
Claims Manager
Liberty Mutual Insurance Co.
Westgate Plaza Bldg.
20325 Center Ridge Rd.
Cleveland, Ohio 44116

Redacted

Re: Sherwin-Williams

Dear Mr. Wangler:

Last week, the Personnel Director for our West Coast operations paid me a visit to once again complain about the claims handling service afforded by the Oakland office. The complaint related to the case which you and I discussed and into which you are checking. Attached are photo copies of the latest activity in connection with the case. As you will note, the Kaiser Foundation has requested a Workmen's Compensation hearing to obtain an order for payment of outstanding medical expenses.

This is somewhat upsetting to us, inasmuch, as the widow had indicated to us that she considered this whole matter to be personal because the decedent's family had a long history of the same disability. Now with her having received a copy of a letter requesting a hearing, we can surely predict her involvement with her attorney into the claim.

I would certainly like to know on what legal basis a creditor can initiate a Workmen's Compensation claim in California. Perhaps of prime concern, however, is whether the situation can yet be rescued by prompt action. Gordon Lacy, our West Coast Personnel Director, seems to feel that fast action by Liberty with the hospital can perhaps cause them to retreat. This is a case which we have a heavy amount of interest and we look forward to hearing from you on it.

Very truly yours,

THE SHERWIN-WILLIAMS COMPANY

R. J. Malone
Corporate Director of Insurance

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RJM/bas
Encl.