



CONSTRUCTION LEADERS

March 25, 2013

Re: **City of Tacoma Spec. No. PW10-0128F**
Murray Morgan Bridge Rehabilitation DB Project
Letter to Murray Morgan Property Owners
5740005 File No. 3D.5

Dear neighbor,

We understand some individuals have been frustrated with the claims process. Please know that PCL is committed to resolving any issues related to boat damage caused by the Murray Morgan Bridge Project team, including work performed by PCL or our subcontractors.

I am writing to offer some guidance on the quickest way to get your claim resolved. In order to expedite the claims process, PCL has an on-site claims adjuster that will work directly with you to resolve any property damage issues. We are committed to resolving claims within two weeks.

To help us resolve your claim as quickly as possible:

1. Please call **888-350-7621** as soon as you have identified any damage. This line is available 24 hours per day, 7 days per week. Once you call us, we will assign your claim to our insurance adjuster and the review process will begin immediately.
Note: If you have recently submitted a claim form (since January 1, 2013), or have been contacted by our on-site claims adjuster, it is not necessary to resubmit a claim.
2. Within 48 hours of your claim submittal, the insurance adjuster will contact you to schedule a time to visit your property.
3. Our adjuster will work with you to explain how the remainder of the process will work related to your specific claim, including review time and scheduling another visit to discuss resolution of the claim.

We appreciate your patience throughout the Murray Morgan Rehabilitation Project and sincerely apologize for any damages or inconvenience this construction process has caused. We are wrapping up the final stages of construction this April. I can assure you that even after crews have left the site, we will be available if you have any questions or concerns about the claims process – the 888-350-7621 number will continue to be the best way to reach us.

Again, we appreciate your patience through construction as we work to rehabilitate this important connection between the City and Port of Tacoma.

Sincerely,

PCL Construction Services, Inc.

Ankur Talwar
District Manager – PCL Civil Constructors, Inc.

TDV/

Attachment(s):

cc: Tyler VanderLinden, PCL
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