



The Chemical Company

July 27, 2009

Kelly Coleman
[REDACTED]
[REDACTED]

Re: Coleman Residence

Location: [REDACTED] 616 Belle Isle Avenue, Belleair Beach, FL 33708
BBS Product: Sonolastic® 150 Tint Base

Dear Mr. Coleman,

Please allow this letter to serve as a follow-up to your previous correspondence, and/or conversations with representative(s) of BASF Building Systems, (hereinafter, "BBS"), wherein discussions were held regarding the application of Sonolastic® 150 Tint Base applied at your home.

I have reviewed the claim file and have read through all of the available correspondence. It is clear from our analysis that the Sonolastic® 150 Tint Base manufactured by BBS and applied at your home meets all manufacturer's specifications. It has been and is our position that the degradation of the Sonolastic® 150 Tint Base being experienced at your home is the result of environmental conditions outside of our control which exceeded the capabilities of the Sonolastic® 150 Tint Base.

The aforementioned notwithstanding as a matter of goodwill BBS made a good faith offer, to assist you in replacing the Sonolastic® 150 Tint Base. The \$15,515 offer was generously based on the full replacement value of all Sonolastic® 150 Tint Base used on your home.

It is our understanding, based on both written and verbal communication, that you have rejected the above referenced goodwill offer. In an effort to resolve this matter, I am resurrecting this offer and ask that you reconsider acceptance. Please note that the \$15,515 will remain open through the end of business on Friday July 31, 2009. Should your acceptance not be forthcoming, we will consider this matter concluded and will close our file.

Please note that the undertaking of our participation in this process and/or any action taken on this matter by myself by or on behalf of BASF Building Systems and/or any BASF entities does not constitute a waiver of any of the rights and/or obligations of BASF Building Systems and/or any BASF entities so stated herein.

As a matter of courtesy, I would ask that you contact me with your decision on or before the end of business on Friday July 31, 2009.

Sincerely,

Steve Nickell
BASF Building Systems

cc: Ray Schoderbek, Pete Walsh

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