CUSTOMER CALL REPORT

CUSTOMER & LOCATION: A1A Waterproofing & Insulation

INDUSTRY CLASSIFICATION: Urethane Coati

SALESMAN: J.E. Walsh REGION: Southern DATE OF CALL: 5-29-80

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below:

PLAINTIFF'S EXHIBIT UC-662

PERSONS INTERVIEWED:

William Torres President

CALL OBJECTIVE:

Call made on HPO pallet customer.

RESULTS OF CALL: Last month A1A bought 4,800 lbs. of HPO for their first order with us and William explained that he was gathering raw materials for a job he was goi to do down in Venezuela. Well, after having gathered all the raw materials, t Miami riots hit and his warehouse was burnt to the ground resulting in a loss of $87M to his business. William said the building and contents could have been saved but the police and national guard just cordoned off the area and le it burn, not allowing the fire department to go in. The HPO is for a water based roof coating where Canadian by way of Germany is now used and William said his customer has tried our material and likes it much better. If all goe well on his trip over the next week, Torres said he expects to get a 20M lb. order next time around. However, he must first settle with the government on his loss claim and find new housing. I explained all of the other various coating applications using HPO and why it was preferred and used. Also, I gave Torres a selection of our TIB's, characteristics and price list. He said he has a variety of coatings contacts in South America that he would try to push toward CALIDRIA and could become a carload customer in time if he is successful.

FOLLOW-UP ACTION REQUIRED:

COPIES TO: JPL:TPH:JLM: :KC-FILE:NF-FILE NF PERMANENT FILE

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION A1A Waterproofing Miami, FLA INDUSTRY CLASSIFICATION Coatings

SALESMAN J.E. Walsh REGION Southern DATE OF CALL 9-18-80

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

William Torres President

CALL OBJECTIVE:

Call made on pallet HPO customer.

RESULTS OF CALL: Bill finally has received his government reimbursement for the stock he had in his warehouse which was burned down during the Miami riots. He has paid back most of the suppliers, including us, and is still in contact with his South American connection to supply them raw materials to manufacture coatings. They have already tried and approved HPO but during the problems that Bill had with the riots they bought a carload of canadian and from the feedback he has gotten it doesn't work anywhere near as well as HPO did for them so they plan to use it up and give Torres their next order for raw materials which he claims will include a carload of HPO for us. At this point it seems too good to be true so until we get the order on the books lets not count the chickens.

FOLLOW-UP ACTION REQUIRED:

J.W. Phone Bill 11-1 if no order is received.

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