CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Columbia Paint Huntington, West Virginia

INDUSTRY CLASSIFICATION: Coatings

SALESMAN: J.E. Welsh REGION: Southern DATE OF CALL: 4-28-80

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PLAINTIFF'S EXHIBIT UC-704

PERSONS INTERVIEWED:

Rick Flowers General Manager

CALL OBJECTIVE:

Call made on RG-244 sampled prospect.

RESULTS OF CALL:

Flowers advised that Ashland Chemical had asked them to prepare same 244 polyester samples for them so they could compare them to the problem material they are now working with. Columbia formerly toll produced 244 thixed polyester for Ashland and used carloads of our material. According to Rick, Ashland switched to a treated clay put out by NL and all was going well intil they ran into some coating failure problems recently which they suspect is due to the treated clay. The samples have been in at Ashland for about 3 months now but nothing has been done with them as they have been on strike. If the word from Ashland is to switch back to 244, Columbia said they would have no qualms in doing it as they are not hung up on the toxicology, publicity and regulatory issue. The ball is in Ashland's court now with Columbia sitting on go.

FOLLOW-UP ACTION REQUIRED:

J.W. Phone Flowers 6-1 to see if he has heard anything from Ashland.

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CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Columbia Paint Corporation, 641 Jackson Avenue, Huntington, WV 25728

INDUSTRY CLASSIFICATION: Paints & Coatings

SALESMAN: Gordon L. Dickson REGION: Eastern DATE OF CALL: 9/6/79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Rich Flowers - General Manager

CALL OBJECTIVE:

Follow up on request for lab sample of RG-244.

RESULTS OF CALL:

Columbia was a former RG-244 carload customer. Went into an automotive undercoating for Ashland (tradename Tectyl). Apparently having a problem with their present thixotrope and are going to re-evaluate RG-244, possibly in the original undercoating. Rich very knowledgeable on RG-244 and said there was nothing we could assist him with at this time.

FOLLOW-UP ACTION REQUIRED:

Follow-up by phone in about a month.

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