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GLOBAL INSURANCE (ASIN) LTD. 5th Floor, 600 Xinshiji Boulevard, Pudong, Shanghai 200120 The Peoples Republic of China Tel : (021) 5000000 Fax : (021) 5000001 24

November 200# Miss. Liao Wen Liaison Office Ganjiang Potteries Ltd. Shanghai Representative Office 444 Jingling Road #202 Dear Miss Liao : I am sending the claims form you requested in your fax of 23 November 199- and we will consider the matter once we have full details. I think I ought to point out that this is the fourth time you have claimed on a shipment. Thought I appreciate that your products are fragile, and that in each case the goods have been shipped clean, it would be in your interest to consider new methods of packing. I agree that the claims have been comparatively small, but in future you will have to ask your customers to hold consignments for our inspection to determine the cause of damage. I should also mention that further claims affect your premium when the policy is renewed. Yours sincerely Daniel Cooke Greater China. Region

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