

(Customer name and address)

Dear (customer):

Thank you for the recent communication concerning a lost package sent by The Upper Deck Company. Upper Deck has researched this incident but requires additional information from you with respect to the address you provided.

The following items need further clarification: (Check all that apply)

- Multiple outstanding Items have been received for this address.
- Multiple names have been used for this address.
- Multiple changes of address have been received for this address. (Proof Needed)
- Non-receipt of merchandise that Upper Deck has claimed mailed out.
- Other (Please Explain)

The Postal Service requires us to provide this information in order to continue processing your claim. Information provided will be used by the Postal Service to investigate this matter. In filing any claim or information concerning a claim, please be advised that it is a Federal Violation, punishable by fine and/or imprisonment, provide false information or to use the U.S. Mail to receive merchandise with the intent to claim non-reception in order to receive merchandise again (Title 18, U.S. Code, Section 1341; Title 39, U.S. Code, Section 3005). Any attempt to violate or actual violations of these statutes will be referred to the U.S. Postal Inspection Service for investigation and/or prosecution.

Once you have filled out the paperwork required by the U.S. Postal Service, which forms may be found at http://www.usps.com/forms/_pdf/ps1000.pdf or your local Post Office, please provide a copy of that paper work to:

The Upper Deck Company
Attention: Lost Shipment Claims
985 Trade Dr. STE A
North Las Vegas, NV 89030

Or via fax to: 1 (702) 633-0685

Or via email attachment to: customer_service@upperdeck.com.

Additionally, we will need you to fill out and return to us the attached claim form. Once we are in receipt of this information, we will be able to continue processing your claim.

Please feel free to contact Upper Deck's customer service department at [1-800-873-7332](tel:1-800-873-7332) or via e-mail to customer_service@upperdeck.com with any information you believe may expedite the handling of your claim or in the event you have any questions.

Sincerely,
Upper Deck Customer Service

Please make a copy for your records and send back the originals signed.

Item in question:

Item Code	Date Entered	Description	Status	Status Date
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On this date ____ of this month _____ of the year 2007, I hereby claim that I have not received the said item or a replacement for said item.

Signature

Printed Name