



Older Adults & Product Injuries; From Data To Solutions

Wal-Mart Data; Age Analysis



Wal-Mart Data Sources

- Claims Management, Inc.
 - Incident Reporting System
 - Attorney Letters
 - Lawsuits
- Customer Complaints
 - Hotline Calls
 - Customer Letters
 - CPSC Clearinghouse



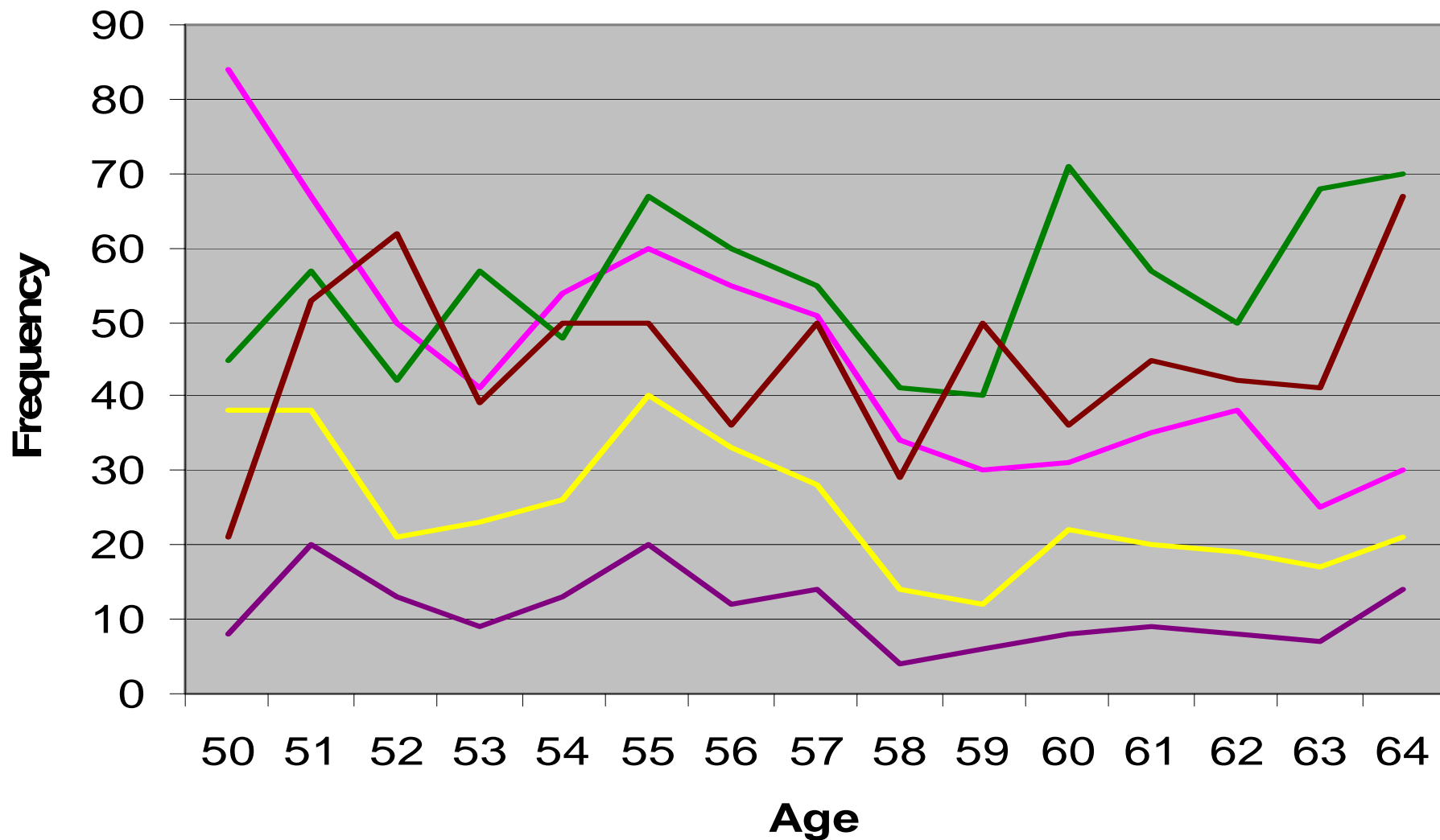
Data Compilation & Reporting

- Weekly Initial Report; Data Fields
 - Customer Data
 - Product Information
 - Incident Information
 - Wal-Mart Information
 - Information for CPSC Use (Hazard Code, Triggers)
- The “Scrub”
 - Weekly Initial Reports
 - Choking Reports
 - Death Reports
 - Reports Of Wal-Mart Withdrawals

The Numbers

- Approximately 3,000 Claims, Complaints & Lawsuits With Age Data Present Since 2/1/04
- 50 To 64 Year Olds
 - 685 Claims, Complaints & Lawsuits
 - 54% Claimed Injury
 - 44% of Those Who Claimed injury Sought Medical Treatment
- 65 To 85 Year Olds:
 - 247 Claims, Complaints & Lawsuits
 - 51% Claimed Injury
 - 57% Of Those Who Claimed Injury Sought Medical Treatment

Trends; Age 50 to 64



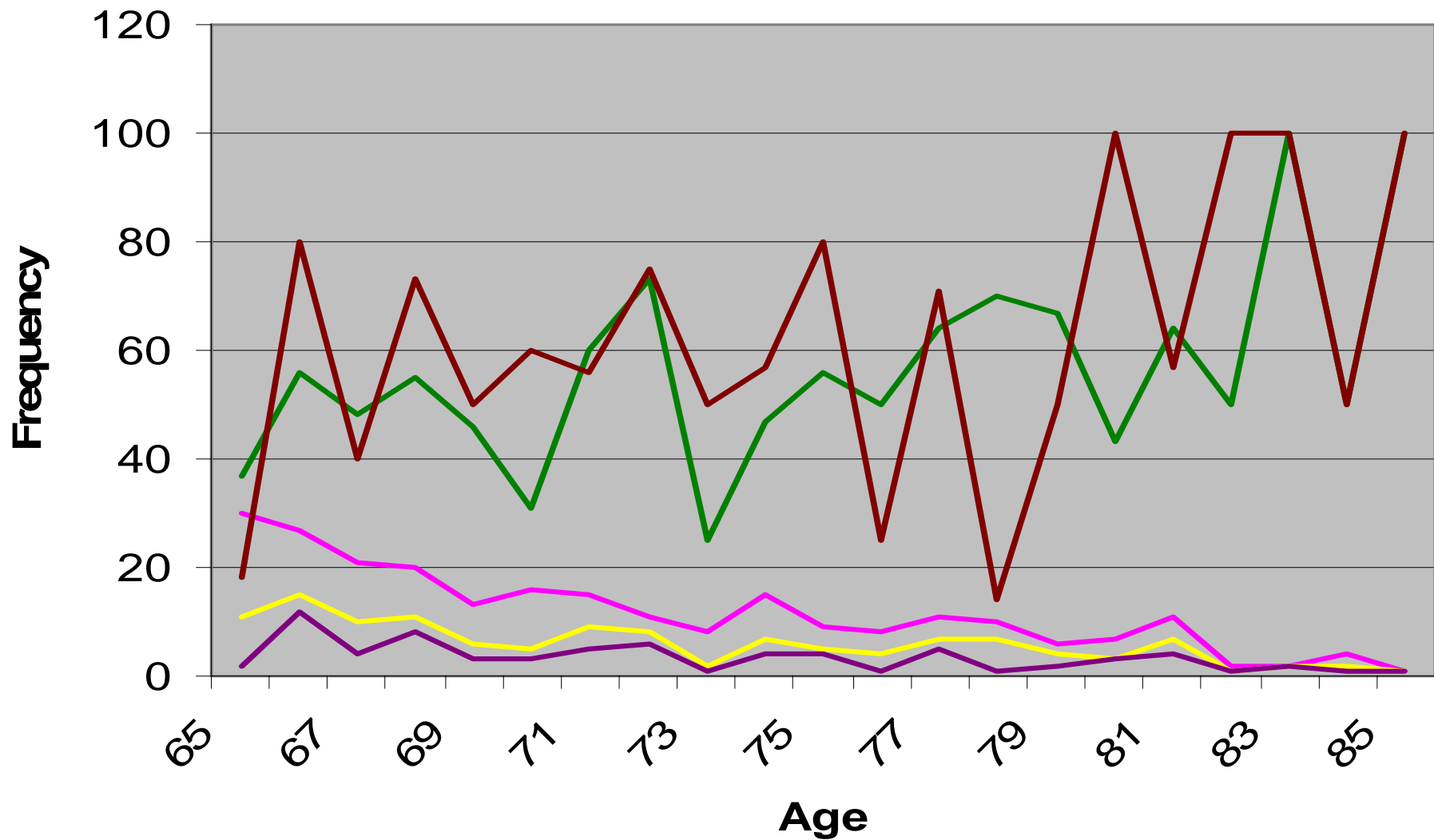
Claims Injury Injury % Med Treat Med Treat %



Trends & Observations; 50 to 64

- Decreasing Number Of Claims
- Decreasing Number Of Claimants Claiming Injury
- Decreasing Number Of Claimants Requiring Medical Treatment
- Gradually Increasing Frequency Of:
 - Injury When There Is A Claim
 - Medical Treatment Required When There Is An Injury

Trends; Age 65 to 85



— Claims — Injury — Injury % — Med Treat — Med Treat %



Trends & Observations; 65 to 85

- Decreasing Number Of Claims
 - Possible Explanations:
 - Fewer Products Purchased
 - Less Likely To File Claim Or Make Complaint
- Slight Decrease in Number Of Claimants Claiming Injury
- Slight Decrease in Number Of Claimants Requiring Medical Treatment



Trends & Observations; 65 to 85

- Increasing Frequency Of:
 - Injury When There Is A Claim
 - Medical Treatment Required When There Is An Injury
- Possible Explanations:
 - Increasing Physical Frailty
 - Products Not Designed To Take Account Of Special Needs Of Older Consumers

Primary Hazard Code; 50-64

Breaks/ Structural Failure/ Rupture/ Leak	Caught In Object/ Entrapment/ Pinch/ Crush	Chemical or Other Substance Exposure/ Poisoning/ Skin Irritation	Fire/ Burn Potential or Electrical Incident/ Failure	Safety Device Malfunction/ Unsafe Operation/ Operational Malfunction/ Assembly	Sharp Edge/ Point	Tipping/ Instability
44.82%	1.02%	7.01%	26.13%	6.42%	10.07%	1.17%

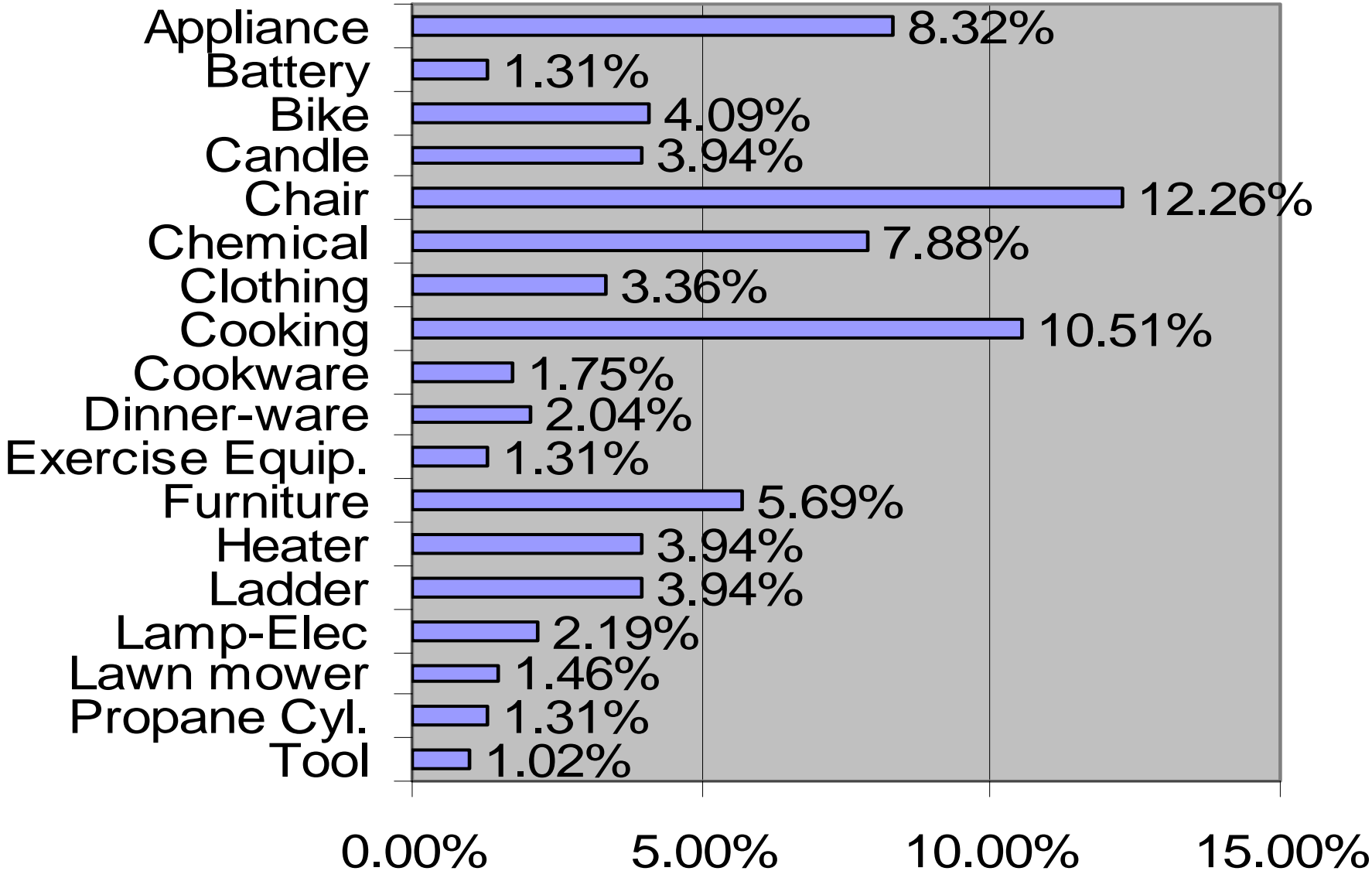
Primary Hazard Code; 65 to 85

Breaks/ Structural Failure/ Rupture/ Leak	Caught In Object/ Entrapment/ Pinch/ Crush	Chemical or Other Substance Exposure/ Poisoning/ Skin Irritation	Fire/ Burn Potential or Electrical Incident/ Failure	Safety Device Malfunction/ Unsafe Operation/ Operational Malfunction/ Assembly	Sharp Edge/ Point	Tipping/ Instability
34.66%	1.99%	11.16%	28.69%	5.98%	9.96%	1.59%

Product Data

- Most Common Product Types
 - Age 50 to 64
 - Chairs—12.26% of Claims
 - Cooking Appliances—10.51% of Claims
 - Other Appliances—8.32% of Claims
 - Chemicals—7.88% of Claims
 - Furniture—5.69% of Claims
 - Bikes—4.09% of Claims

% Claims by Product Type; 50-64



Product Data

- Most Common Product Types
 - Age 65 to 85
 - Other Appliances—11.74% of Claims
 - Chairs—10.93% of Claims
 - Chemicals—10.53% of Claims
 - Cooking Appliances—8.10% of Claims
 - Clothing—6.07% of Claims
 - Furniture—5.67% of Claims

% Claims by Product Category; 65-85

