



To Whom It May Concern:

We at BJU Press Testing & Evaluation recently received customer reports regarding your policies for insuring materials. These customers informed us that they had requested insurance for returning confidential test materials and had been refused with the explanation that you "do not insure paper."

Because these tests contain confidential and secure information used for nationally standardized testing, these materials should be protected by insurance and sent by a traceable method. The test materials should receive the same consideration as other certified documents such as stocks, bonds, and tickets. If materials are damaged en route to us for scoring, the customer not only would have to pay for the replacement of the books but, in some cases, would possibly have to pay to retake the tests if the original answer sheets were lost or destroyed.

Because our customers are responsible for the safe return of all testing materials, we specifically instruct that they insure their packages for the replacement value of the tests. These customers followed this advice and requested insurance but were denied by your staff. If their packages were to suffer damage, these customers would be left with the cost due to your refusal to insure.

We ask that you apply the same policy to these testing materials as to other certified documents and that all staff be adequately informed about which types of paper can be insured. If you have any questions, please feel free to e-mail me at [testing@bjupress.com](mailto:testing@bjupress.com) or call me at 1.800.845.5731.

Sincerely,

Mr. Rich Kohler  
Testing & Educational  
Services Manager