

March 20, 2020

Valued Insurance Agency Partner,

As our communities continue to feel the increased impact of COVID-19, we feel it is important to share with you what we are doing to help keep our communities held together as safely as we can. We are continuously staying up to date with documentation as it comes out from the CDC and other regulatory bodies. Southeast has established an internal COVID-19 task force that has been in continuous communication with our teams to provide guidance and clarify expectations with our team members, customers, and trade partners. This guidance includes specific measures to protect all parties involved. Thankfully, as of the writing of this letter, we are not aware of anyone associated with Southeast who has tested positive for COVID-19.

In recent days, some national insurance carriers have made the decision to suspend all in-person inspections by their field claims staff. Whether or not your agency has been affected directly by these changes, this situation is having an impact on the experience some policyholders are having with property damage claims. We understand that we are in unprecedented times and that it will take collaboration and efforts from all parties involved to work together to ensure we continue to take great care of people and guide them through the repair of their most precious property. **Our sincere desire is to be part of the solution and serve people** by safely providing the best possible experience to your policyholders, we know that the level of service we provide is in some ways a representation of you, your agency, and company.

We will partner with you to overcome barriers that exist to providing an excellent experience to your policyholders. One example is our highly-trained restoration professionals are prepared to utilize emerging industry-leading 3D imaging technology that allows for remote reviewing of project details via 'tours' and creates efficient documentation and digital photography solutions. This technology can provide the opportunity to serve your policyholder's needs and get the claims process moving forward.

While the situation is evolving daily, it is our intention to continue doing everything possible to serve you and your policyholders with excellence. In the event that claims representatives are not able to visit a property and you would like Southeast's assistance, please contact us at 770-345-3500 (ext. 1, for "new customers"), or contact any of our restoration professionals directly. Please visit our website at southeastrestoration.com for regular updates.

We look forward to strengthening our partnership during these challenging times as we strive to keep our focus on our purpose of Restoring Lives and Repairing Property.

Sincerely,



Ben Looper

President/CEO