



March 20, 2020

Valued Property Claims Professional,

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, in a time such as this. We are continuously seeking to stay up to date with documentation as it comes out from the Center for Disease Control (CDC) and other regulatory bodies. Out of an abundance of caution, Southeast Restoration Group (SRG) 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. Thankfully, as of the writing of this letter, we are not aware of anyone associated with SRG who has tested positive for COVID-19.

In recent days, many national insurance carriers have made the decision to suspend all in-person inspections by their field claims staff. Whether or not you have been affected by these changes, we are fully aware that your daily schedule will continue to rapidly change and that there will be challenges as you face increased workloads, complex scopes of work, and the continued importance of maintaining a high level of customer service. SRG understands that we are in unprecedented times and that it will take collaboration and efforts from all industries to work together to ensure that the restoration of our communities remains a top priority.

SRG stands prepared to partner with you to overcome barriers that exist between you and the settlement of your insured's property damage claim. Our highly-trained restoration professionals are prepared to utilize emerging technologies to make your efforts more efficient. The industry-leading 3D Imaging Technology that we operate allows for remote reviewing of project details via 'tours', sketch production and direct integration in to Xactimate, and efficient documentation and digital photography solutions. Having access to a platform which provides such features corresponds with a carrier's ability to execute their business continuity plan with little-to-no interruption, even in turbulent times like this.

While the situation is evolving daily, it is our intention to continue doing everything possible to serve you by reducing barriers to claims settlement. In the event that you are not able to visit a property and would like SRG's assistance, please contact us at 770-345-3500 (ext. 1, for "new customers"), or contact any of our restoration professionals directly.

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

Sincerely,

A handwritten signature in black ink that reads "Ben Looper". The signature is written in a cursive, flowing style.

Ben Looper

President/CEO