

March 17, 2020

Dear Valued Customer,

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 people safe and healthy. We are seeking to stay up to date with documentation as it comes out from the Center for Disease Control (CDC) and other regulatory bodies. As your health and safety are our primary concern, we will continue to take action to protect you, our team members, and our trade partners.

Out of an abundance of caution, Southeast Restoration (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 and trade partners. In addition to clarifying [CDC recommendations](#) for personal hygiene, we have reinforced equipment cleaning protocols as well as increased the frequency of cleaning within our work environments. 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 addition to following CDC guidance and partnering with local health departments, all SRG managers have been equipped with recommended procedures to follow if their community or someone on their team is impacted by the virus.

While the situation is evolving daily, it is our intention to continue doing everything possible to serve you in restoring your property. While we are not currently experiencing any issues with material supply or trade labor, the full effect of this unprecedented situation remains to be seen. We recognize concerns that the virus puts many of our customers in a unique predicament that we have rarely experienced before. In the event that you are not comfortable with anyone entering your property, please communicate with your primary SRG contact so they are equipped to relay that information to anyone else that may be associated with your project. Should you make this decision and your project is one that is currently being accessed utilizing a lockbox, we ask that you proceed with removing the key until such a point in time that you are ready to contact our SRG team to resume work on your project.

We stand ready to serve you and your property restoration needs. Should you have any specific concerns regarding the ongoing project on your property, please communicate them to your primary SRG contact. Thank you in advance for your patience as we navigate this challenging situation one day at a time and determine how best to continue serving our communities. Our focus will remain on our purpose of Restoring Lives and Repairing Property.

Sincerely,



Ben Looper

President/CEO