

December 15, 2021

Dear Association Board:

REFERENCE LETTER FOR: VERITAS RESTORATION & REMEDIATION, LLC

Our agency has had a number of clients use Mark Wichern and his Cat Team over the past decade. The two accounts that immediately come to mind are Coral Reef Owners and Marisol Owners Association, both in Panama City Beach. They called Mark after Hurricane Michael to dry out their buildings and a team was on site at both locations within 1 business day,

At Coral Reef, they assessed the damage, reviewed their plan with the CAM, Victoria Chambers, and got to work. The Coral Reef staff was so impressed and appreciative that they were feeding the Restoration team as well as offering to do their laundry! Can't get a better endorsement than that.

With Marisol, their job was different. The adjuster advised the condo on a Friday afternoon in early January (2 1/2 months after Michael) that \$350,000 in remediation / dry out had to be started by early the following week or the carrier would deny the claim because their condo was "a swamp" there was so much moisture in it. The scope of work involved removing a great amount of drywall as and the normal drying out equipment and process. A nightmare for owners as the need for rentals in PCB was great at that time.

Long story short, that process was delayed with help from the carrier and Mark's team deployed to complete moisture mapping / testing. Brian Johnson allowed his team to remove crown molding so they could test behind the walls. After testing over 50% of the units it was clear there was no moisture issue, much less "swamp" conditions. The carrier's national claims manager was notified, the adjuster and his remediation team were terminated. The scope of work performed and documentation provided by Mark's team cost approximately \$____. In addition to saving Marisol over \$3??,???, their professional services saved the unit owners the loss of rents for several weeks and the need to repaint walls and fix other damage that would have been caused by the aggressive scope of work proposed by the other company.

My last SOS call to Mark was in September after Hurricane Sally. It involved a 3 building condo that had massive damage. Mark and his team were on site as soon as Baldwin County AL allowed agents and restoration contractors on site. Their scope for that job was to moisture map the 200+ units and write the scope of work to ensure that the Restoration Contractor hired by the former property management company did not cut and gut as opposed to drying in place when indicated. The Restoration contractor was NOT amused. The cost of Mark's professional services were minimal in comparison to the savings to the association by limiting the amount of cut and gut that was recommended.

I understand that entering into a preventative arrangement is not a decision to be taken lightly. I am happy to answer questions regarding my personal interaction with Mark and his team over the years.

Debbie

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