

August 23, 2024

Dear Potential Buyer,

My name is Marva McKoy, daughter of Sallie Whitehead, the current homeowner. In late 2023 and the first part of 2024 my mom's home went through a water damage project due to a few sections of leaking pipes. The work was done through her insurance company and involved a total of three contractors, with Servpro being the major contractor responsible for the vapor barrier to keep moisture levels low in the crawlspace.

My mom who is 78 years of age, and has limited mobility, took Servpro's word that the work was completed, and paid approximately \$60,000 between the three contractors. She didn't inspect the crawlspace after the work was completed. Due to a recent inspection, we did learn that the work wasn't completed, and we gave Servpro a chance to make it right by completing the work. Damion, who was the manager of the work that was supposed to be done, did share with my mom that he didn't inspect the work results when the work was done. He apologized and thanked my mom for allowing him to make it right. We received Damion's final report and pictures on August 21, 2024. If you have any questions, please don't hesitate to ask.

Sincerely,

Marva McKoy