



HURRICANE PROGRAM AGREEMENT

This agreement is entered between BLUEWATER RESTORATION and the Customer identified in the attached information sheet.

The customer is the owner of property located on the Outer Banks, of North Carolina. In the event that a Hurricane or coastal storm that causes flooding strikes the Outer Banks, BLUEWATER RESTORATION has agreed to provide certain services to the Customer for protection of the Customer's property.

If a Hurricane or coastal storm generating flood waters (as defined by this agreement) strikes the Outer Banks, BLUEWATER RESTORATION will:

1. Arrange for an inspection of the Customer's property by qualified personnel within 3 days of termination of storm;
2. Report to the customer the nature and extent of any damage as soon as possible, but no later than 10 days of inspection and discuss disaster services options;
3. If so arranged with customer, provide all disaster services for the initial damage to be activated and handled as soon as possible;
4. Respond immediately when called for any loss event which requires a disaster response team to protect home from further collateral damage (fire, leaks, etc.)

This agreement is an authorization for BLUEWATER RESTORATION to perform emergency services, but no reconstruction. Any additional work or services beyond the scope of this agreement must be documented by written agreement between BLUEWATER RESTORATION and the Customer. By signing the attached Work Authorization you hereby agree to allow BLUEWATER RESTORATION to perform emergency services on your home immediately without delay or further authorization. BLUEWATER RESTORATION will perform the emergency service as soon as possible on your home. The Work Authorization is good for one year (June 1 – May 31) regardless of multiple events.

BLUEWATER RESTORATION is not affiliated with any insurance company, insurance adjuster or public adjuster. BLUEWATER RESTORATION cannot negotiate on behalf of the Customer with the insurance company other than the scope of work. BLUEWATER RESTORATION can coordinate repairs with the insurance company or the adjuster and once proof of insurance is provided, we are willing to work closely with the insurance company, adjuster, and/or mortgage company so that your emergency services are completed as quickly as possible.

The entire payment of \$300.00 paid by the customer under this agreement will be refunded to the Customer in the event that BLUEWATER RESTORATION fails to inspect property within the 72 hours of the date and time of the storm's termination or within 72 hours of when access to property is authorized by the public authority following a mandatory evacuation or declaration of a state of emergency.

CONDITIONS

1. The customer must provide a fax number, cell number, home number, work number or email address for use by BLUEWATER RESTORATION in providing the report and must keep BLUEWATER RESTORATION up-to-date on any change of addresses, phone numbers, keys, etc.
2. Customer must provide with this agreement:
 - a) The emergency service Customer Communication / Work Authorization allowing BLUEWATER RESTORATION to enter and work on property;
 - b) Notification to property management company of our work order and our authority to access the property;
 - c) Keys to the home for all locks and they must be current or we cannot guarantee a complete inspection nor complete disaster service response;
 - d) The declaration page from your homeowner's insurance policy or policies;
 - e) A check in the amount of \$300.00
3. The inspection required by this agreement will be triggered by the impact of a hurricane (as defined by the National Weather Service) on the Outer Banks or a storm which generates coastal flooding **in which case only specific homes will be inspected.**
4. Inspections are guaranteed to occur within 72 hours of the date and time of the storm termination if no state of emergency or evacuation is ordered or within 72 hours of access determined by the public authority in control (State, County or municipality) following a mandatory evacuation or declaration of a state of emergency.
5. The inspection service provided by this agreement will be on an annual schedule (June 1 to May 31) and you will need to renew every year to stay in the program. All documents and keys must be kept up-to-date each year.
6. Inspections for other kinds of property damage and ensuing service calls will be at **the specific request of the homeowner.** Homeowners should inform their property management companies of this program so that they may notify us for any insurance related events.

7. The inspection program applies to multiple storms or property losses which impact during the year. If more than one storm hits, there is no additional charge for the inspection.
8. The attached information sheet is a material part of this agreement.
9. BLUEWATER RESTORATION is not responsible for delays resulting from denial or access by the Town, County or other governmental agency.

The parties have executed this agreement on the date shown below. All owner listed on deed must sign below.

Customer: _____ Date _____

Customer: _____ Date _____

Customer: _____ Date _____

Customer: _____ Date _____

Definitions:

Disaster Services – also called Mitigation – any service provided to protect and secure from further damage (collateral damage) after the storm or loss event.

Loss Event – any Hurricane associated damage or other damage to home; **Hurricane** – any storm classified by the National Weather Services as a Hurricane.