



YOUR RESOURCE. YOUR ADVOCATE. YOUR PARTNER.

SEA OAKS BEACH & TENNIS

PROPERTY CATASTROPHIC
CLAIMS MANAGEMENT



2017 SOPOA RECOVERY PLAN

SynergyNDS is Contracted to Provide Disaster Recovery Management Services (for Insured SOPOA Common Property).

- Damage Assessment
- Demolition & Stabilization
- Emergency Services
- Temporary Workplace Modular Units
- Coordination of Recovery SubContractors
- Restoration & Reconstruction Scope
- FEMA Public Assistance Support

HSP Coordinates Onsite Recovery Services & Provides a Comprehensive Online Software Suite for Participating Homeowners to:



- Identify Property & Contents with an Initial Scheduled Home Survey.
- Photos & Specific Unit Information Uploaded to a Secure Database
- 24/7 HomeOwner Support & Online Access.
- Utilize Sea Oaks' Response & Recovery Programs Managed by SynergyNDS to Provide Real-Time Solutions to Mitigate Risk and Expedite Repairs.
- Take Advantage of HSP's Contractor Direct Repair Program for Home Restoration & Renovation.

HSP FEATURES & BENEFITS...



- **Initial Home Property Survey will be Performed for Each Registered Property Owner.**
- **Specific Unit Information will be Recorded & Documented Unique to Each Individual Property Owner:**
 - ✓ Personal Contact Information
 - ✓ Insurance Information (Policy Coverage, Dec Page, Agent Information)
 - ✓ Preferred Contractor(s) List
 - ✓ Personal Document Repository (Ex: Contents Info, Product Manuals, Warranty Certificates)
- **Emergency Repair Program Available to Registered Property Owners:**
 - ✓ Customized Response Protocol that Provides Registered Owners the Ability to Identify and Control Activities within their Property.
 - ✓ Leverage Recovery Services already onsite as Contracted by SOPOA.
 - ✓ Utilize Mobile Applications & Reporting to Support Repair Initiatives.

EXAMPLE OF UNIT PROFILE (Online DataBase for HomeOwner Access)

PROPERTY UNIT FORM

Member Name	Related Location	Location Address	Location - Zip	Asset ID *	FMIT Import	Import Date
Sea Oaks Beach & Tennis	Beach Villas (8824 S. Sea Oaks Way)			1234-NI-BVSOCA-8824-103	No	

Asset Name *	FMIT Location Number	Member Asset Number	Department/Division	Asset Status	<input checked="" type="checkbox"/> Critical Asset
Unit No # (8824 S. Sea Oaks Way)	8824-103	8824-103	Building	Uninsured	

Asset Address

8824 S. Sea Oaks Way

Zip

32963

[Google Map](#)

[Yahoo Map](#)

Asset Description - Summary

3 Bedroom & 3 Bathroom with screened in porch and private elevator entry. Approximately 2026 SF. Built 1996.
(ADD ADDITIONAL INFORMATION)



Emergency Contacts

[Add Contact Information](#) [Reports](#)



Preferred Vendor List

[Add Vendor Information](#) [Reports](#)

IMPORTANT INFORMATION (Attachments)

Upload Documents:

[Browse...](#) No file selected.

[Browse...](#) No file selected.

Upload Unit Instructions:

[Browse...](#) No file selected.

[Browse...](#) No file selected.

PROPERTY PHOTOS



WHEN EMERGENCIES & DISASTER HAPPEN...

Turn to the Homeowner Support Program (HSP)

Your Resource. Your Advocate. Your Partner!



- Initial Registration of \$135.00 (During Open Enrollment Period & Annual Maintenance Service Fee of \$19.99)
- Includes Scheduled Home Survey & Inspection.
- 24/7 HomeOwner Support & Online Access to Your Home Survey Data and Uploaded Documents.
- Response Plan(s) & Recovery Tips to Support You During a Loss and Damage to Your Property.

- ✓ Eligible to Utilize Additional HSP Emergency Services to Provide Real-Time Solutions to Expedite Repairs*
- ✓ Take Advantage of HSP's Contractor Direct Repair Program for Home Restoration & Renovation*

*Additional Terms & Conditions Apply in Accordance to a Specific Loss, Insurance Claim &/or Renovation Project. Applicable Costs will be identified in Advance for HomeOwner Review and Approval.

ADDITIONAL PROGRAMS & SERVICES FOR HSP...



HSP Provides Registered HomeOwners with On-Call Support & Repair Services for All Types of Loss:



- **FREE** 24/7 Emergency HotLine
 - **FREE** Initial Loss Review & Discussion
 - **FREE** Contractor Referral DataBase
 - **FREE** Mobil Applications that Sync to Your HSP Online DashBoard
-
- *Additional Terms & Conditions Apply in Accordance to Scope-of-Work Specific to a Loss, Insurance Claim &/or Renovation Project. Applicable Costs will be Identified in Advance for Individual Homeowner Review and Approval Prior to the Performance of any Services*

AVAILABLE COVERAGE REVIEW & CLAIM SUPPORT...

HSP Can Provide Registered HomeOwners with an Independent Licensed Claims Advocate to Maximize Eligible Insurance Proceeds...



- **FREE** Damage Assessment & Scope Development.
- **FREE** Claim Filing Assistance by Independent Insurance Specialists.
- Claim Documentation & Support*
- Dispute Resolution &/or Filing of Appeal*

** Additional Terms & Conditions Apply in Accordance to Scope-of-Work Specific to a Loss, Insurance Claim &/or Renovation Project. Applicable Costs will be Identified in Advance for Individual Homeowner Review and Approval Prior to the Performance of any Services*

TRUSTED HSP VENDOR NETWORK...



The HSP Contractor Network Protects HomeOwners from Fraud, Unjust Pricing & Workmanship Concerns.

- *FREE* Contractor Referral Program
- *FREE* Scope Development & Estimates
- *FREE* HSP Contractor Pricing Review
- *FREE* HSP Contractor Dispute Resolution

** Additional Terms & Conditions Apply in Accordance to Scope-of-Work Specific to a Loss, Insurance Claim &/or Renovation Project. Applicable Costs will be Identified in Advance for Individual Homeowner Review and Approval Prior to the Performance of any Services*

More Than Just Vendor Referral & Document Storage...

- **FREE** Interactive Tools and Mobile Applications promote real-time communication between HomeOwner & Contractor.
- Virtual Vendor CheckpointSM documents who and when contractors arrive onsite.
- Uploaded Service Reports to your HSP Online DashBoard validate job-site compliance, task orders and overall project reporting.



MVP
Managed Vendor Program

Credentiaing & WorkForce Tracking Solutions

The image displays a computer monitor and a smartphone, both showing the MVP (Managed Vendor Program) interface. The monitor screen features a dashboard with various charts and data, including a bar chart titled 'Daily Hours Employed (Last 5 Days)', a pie chart titled 'Current Work Hours By Company (Today)', and another pie chart titled 'Summary of People Checked In Per Company (Today)'. The smartphone screen shows a list of vendor profiles, each with a photo, name, and contact information. The background of the image is a blurred office setting with papers and a yellow folder.

HSP HELPS YOU KNOW WHO TO TRUST & DEPEND ON...



TrackDown MVP | Qualified Vendor

Add Qualified Vendor

FULL REPORT | GRID EDIT | EMAIL | PRINT | OTHER ▾ Results 6 to 8 (out of 8) ▾

Vendor	Contact	Bus. Phone	Primary Services	Secondary Services	Additional Services	Total Average Rating
Project Management						2 Vendors
Synergy Recovery Resources	Michael Matheny	(888) 580-7080	Project Management	Clerk-of-the-Works	Damage Assessment	★★★★★
Synergy ID	Anthony Scott	(802) 870-1039	Project Management			
						5
						1 Vendor
Jarvis Construction Company	Chris Smith	(772) 778-1935	Restoration Services	General Building	Roofing	★★★★★
						4.5
						9.5

Vendor Ratings

FULL REPORT | GRID EDIT | EMAIL | PRINT | OTHER ▾ Results 1 to 2 (out of 2)

Rating	Comments	Use Vendor Again
★★★★★	Jarvis helped us with a recovery effort where our city hall was damaged. They worked very hard and provided excellent service.	Yes
★★★★★	Great Job.	Yes

GRID EDIT | EMAIL | PRINT | OTHER ▾ Results 1 to 2 (out of 2)

Vendor - Company	Document	Description
NEW! Jarvis Construction Company	Jarvis W9.doc	Jarvis W9
NEW! Jarvis Construction Company	Jarvis Ins Cert.pdf	Jarvis Ins Cert
NEW! Jarvis Construction Company	Jarvis Bus Lic.pdf	Jarvis Bus Lic
NEW! Jarvis Construction Company	Jarvis Misc Certificates.pdf	Jarvis Misc Certificates
NEW! Jarvis Construction Company	jarvis_banner.gif	Jarvis Banner

- ✓ One-Click Access to Qualified Vendors
- ✓ Upload Your Own Preferred Contractors
- ✓ Stored Vendor Documents (W-9, Insurance Certificates, etc)
- ✓ Pre-Qualified Pricing, Work Authorization Forms & Contracts.
- ✓ Review of Vendor's Products & Services
- ✓ Vendor Rating & MVP Performance History

Daily Contractor Time Clock Report Uploads to Your HSP Dashboard.

SAMSUNG

72° 4:21 PM

TrackDown
INTELLIGENT ASSET MANAGEMENT

*Date
06/08/2015

*Specialist
daveb@synerggyrr.com

*Select Your Project
Trenton: Sinkhole: Digester

Activity Type/Role
Project Manager

*Duration of Work (HH:MM)
10:00

*Activity Description
Drilled one pile. Setup for slurry mix.

50% Next



TrackDown
INTELLIGENT ASSET MANAGEMENT

Exclusive Property Claim of the Florida N

SimpliCity Login Page | TrackDown - Synergy NDS | Asset Survey Repository | simpliCity

Home | Users | IT Payments | Accounts - Vendors | Loss Notification-Assets | Emergency Services Rates | Claim Notes/Next Actions | Claim Admin/Project Man... | Loss Notification - IM Assets | Loss Notif

Vendor CheckPoint
SETTINGS

Embedded for Projects
REPORTS & CHARTS

This is a new report
Save

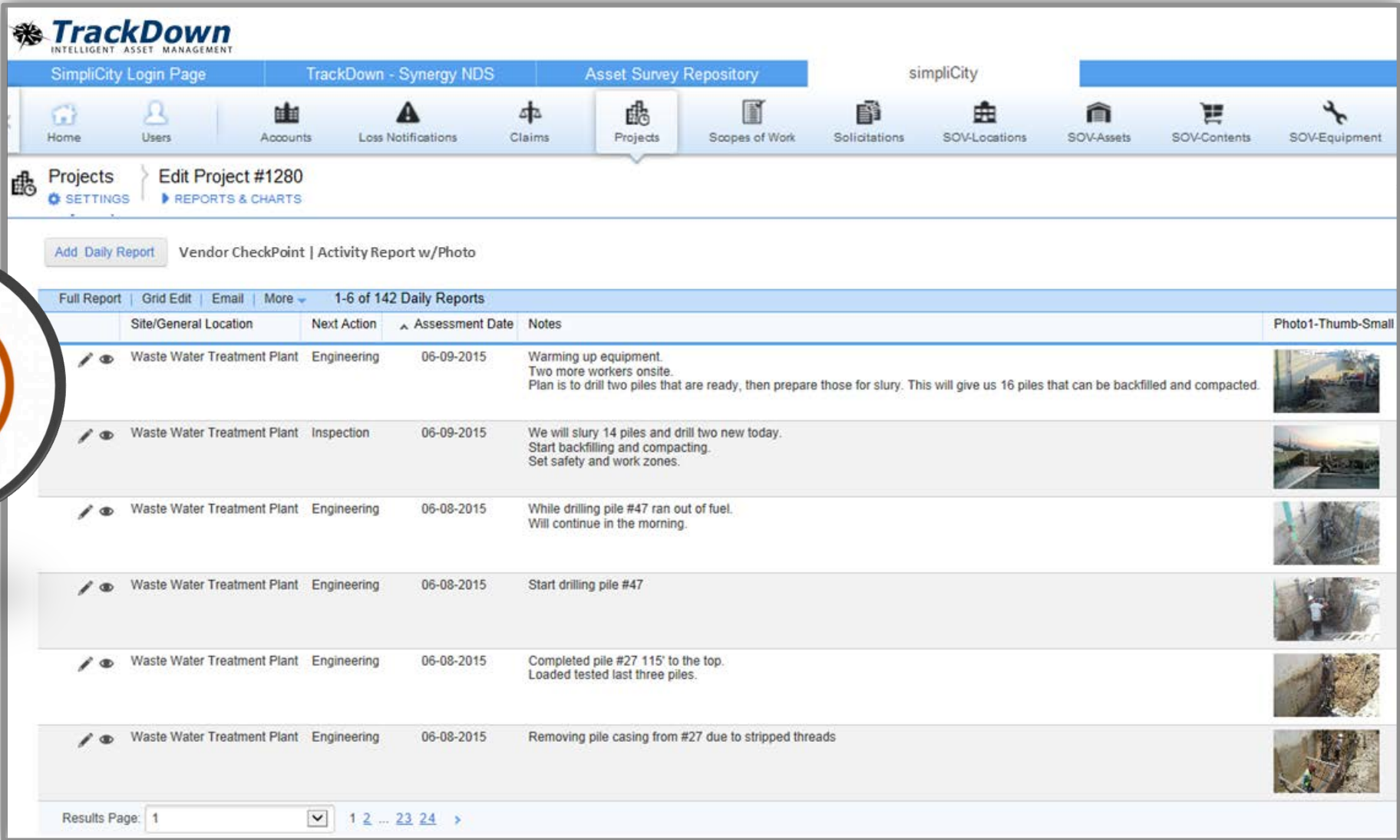
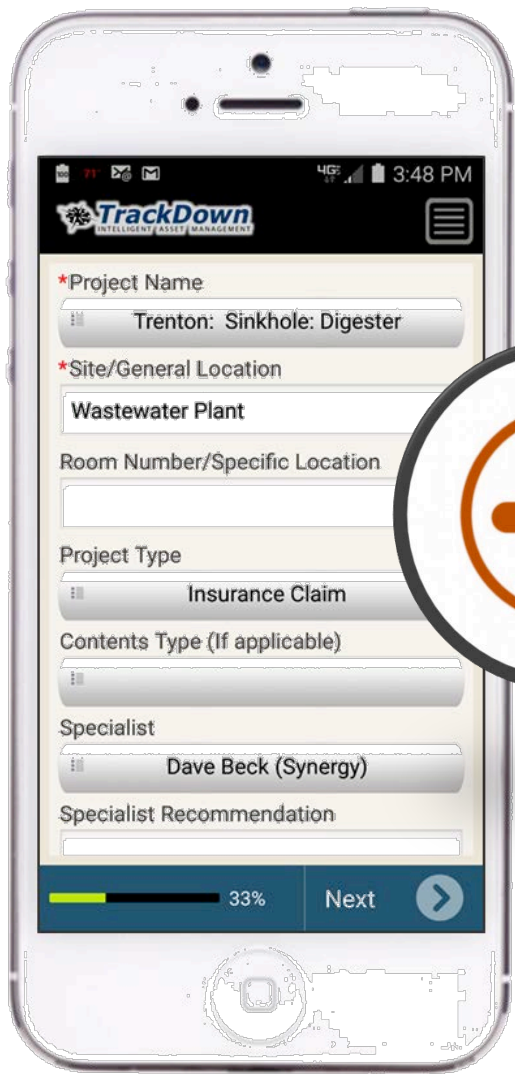
FILTERS

- Synergy Employee
 - Dave Beck
 - Patrick Daub
 - Taylor Matheny
- Activity Type
 - Administrative
 - Project Management
 - Project Manager
 - Senior Project Manager
- Duration (drop-down)
 - 00:15
 - 01:00
 - 01:30
 - 01:45
 - 02:00
 - 03:00
 - 03:30
 - 05:00
 - 06:00
 - 07:00
 - 08:00
 - 09:00
 - 10:00

Vendor CheckPoint | Time Clock


	Synergy Employee (User)	Activity Type	Description	Duration
06-08-2015 - Digester - 006002 (1 Claim Admin/PM Activity)				
	Dave Beck	Project Manager	Drilled one pile Set up for slurry mix	10.00
TOT				10.00
06-05-2015 - Digester - 006002 (1 Claim Admin/PM Activity)				
	Dave Beck	Project Manager	Compacting and backfilling	5.00
TOT				5.00
06-04-2015 - Digester - 006002 (1 Claim Admin/PM Activity)				
	Dave Beck	Project Management	Drilled 3 piles compacted and backfilled on the north side. Opened up piles #29, #30 and #27 for more...	10.00
TOT				10.00
06-03-2015 - Digester - 006002 (1 Claim Admin/PM Activity)				
	Dave Beck	Project Manager	Drilled two piles. Slurry filled 8. Started backfilling and compacting north side.	11.00
TOT				11.00
06-02-2015 - Digester - 006002 (1 Claim Admin/PM Activity)				
	Dave Beck	Project Manager	Drilled two piles and load tested five. We will slurry all that are finished and load tested in the more...	10.00
TOT				10.00
06-01-2015 - Digester - 006002 (1 Claim Admin/PM Activity)				
	Dave Beck	Project Manager	Equipment failure then got second power pack a drill to run. Drilled three piles #39,#40,#41 110' more...	10.00
TOT				10.00

Vendor Activity Report Provides Greater Project Insight



Android & iOS Compatible

Automated Email Distribution of Daily Vendor Activity Report Keeps HSP HomeOwners Up-To-Date...



TrackDown
INTELLIGENT ASSET MANAGEMENT



MVP CheckPoint | Vendor Activity Report

Daily Vendor Report Date: 06/09/2015

AREA INFORMATION

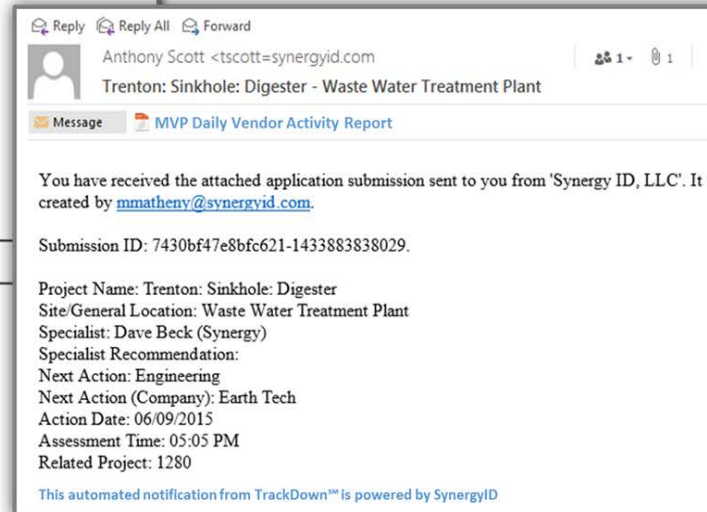
<u>Project Name</u>	Trenton: Sinkhole Digester
<u>Site/General Location</u>	Waste Water Treatment Plant
<u>Room Number/Specific Location</u>	
<u>Project Type</u>	Insurance Claim
<u>Specialist</u>	Dave Beck (Synergy)
<u>Next Action</u>	Engineering
<u>Next Action (Company)</u>	Earth Tech
<u>Action Date</u>	06/09/2015
<u>Notes:</u>	
No follow-up Action. We will finish piles #35, #36 backfilling and compacting today. We got confirmation the other two plate vibrators will be here tomorrow.	

PHOTO INFORMATION

<u>Photo1</u>	<u>Photo2</u>
	

<u>Assessment Date</u>	06/09/2015
<u>Assessment Time</u>	05:05 PM

Submitted by TrackDown at 06/09/2015 17:06 EDT, captured at 06/09/2015 17:03
Submission ID: 7430bf47e8bfc621-1433883838029
Mobile Apps For How You Do Business - powered by Synergy ID



- ✓ Create Project Specific Distribution Lists
- ✓ PDF & Email Notifications Populated from Mobile App
- ✓ Real-Time Data Uploaded to HSP HomeOwners Dashboard
- ✓ Seamless Integration

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