

Renee Sloan

From: Rick Roudebush <rrroudebush@gmail.com>
Sent: Monday, February 13, 2023 8:16 PM
To: Rami Yitzhak
Cc: Roni Elias; Joe DiRienzi Sr.; Renee Sloan; Jennifer Darrow; Edward Walendy
Subject: Re: Adjusted Xactimate

That is very unfortunate and disappointing, Rami. I have emailed and texted you without any response since Friday. Even if you did get something today, you could have responded and told me you had received nothing when I asked you. This non-communication is no longer acceptable. I know you all are very busy, but guess what? So am I. Your communication needs to get better now. At a minimum, Jennifer Darrow and I need information as it happens. All of us are under extreme pressure here from owners on this contract and the lack of communication is working against us.

Gentlemen, you came to us highly recommended, but we think we have been more than patient with this entire process. We are starting to lose our patience. Do we need to review what our lawyer recommendations are? Pausing the contract?

If you want to discuss our frustration, please include Jennifer on the call.

Rick

On Mon, Feb 13, 2023 at 6:04 PM Rami Yitzhak <Rami.Yitzhak@elias-brothers.com> wrote:

Hi Rick,

We have just received the adjusted Xactimate from Doug. Unfortunately, this was not the correct version which he was supposed to review for comments. However, we have been trying to reach him and left him a message to contact us so we can explain and move forward with this as quickly as possible. We also are going to email him the correct version of unit 17601 Captiva which we would like him to work on and so to eliminate any future confusions.

We will keep you updated.

Thanks,

Rami Yitzhak

Principal

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