

March 9, 2017

TO: Matt Behrens, C3 Group, Inc.

From: David Cohen, Treasurer Courtside HOA

Re: Hail damage insurance settlement

Matt:

I want to thank you personally and on behalf of our Board for the excellent job you did in helping us secure an extremely fair settlement from our insurance company to pay for the hail damage our community suffered in 2015.

We were originally offered and actually got a check from our insurance company for approximately \$200K for the damage to our roofs, siding, windows, and A/C units. The Board thought that was low but the estimate for repairs supplied by them seemed like it might cover most of the damage. The money we already had received didn't require us to sign a waiver against any further claims we might have wanted to pursue in the future. Fortunately, one of our owners recommended that we at least talk with your company before actually agreeing to a final settlement.

When you first met with us you had already made an initial independent assessment of the damage and told us that at a minimum you felt our claim should be over \$1M. Frankly I thought that our insurance company couldn't be off that much since they were one of the largest insurance companies in the world. In a way I thought your high number was more of a sales pitch rather than a realistic amount that we could actually get. But you gave a good presentation and your fee was based on a percentage of the amount above what we already had received. At that point it had already been over six months since the damage occurred and you explained it could take even a year more to obtain a final settlement but the Board felt it was worth proceeding using C3 as our representative, so we hired you.

Next, you sent a professional appraiser to assess the damage and write a report. His evaluation of the damage was well in excess of \$1.5M. Our insurance company upped their offer to \$750K and again paid us an additional \$550K without us having to sign any waiver for further claims against them. This allowed us to make some essential repairs to windows and air conditioners before any final settlement was reached.

I personally would have been happy to take the \$750K as total payment for the damage but you said we'd be leaving a considerable amount of money on the table if we did. You thoroughly explained to the Board what was going to be required to get the insurance company to pay what you felt the claim was worth. You said it could take another year and we'd possibly need to hire an attorney, but you felt confident that we'd prevail in the end and you'd work with us every step of the way. To be honest I voted against moving ahead figuring that we needed to start repairs and the idea of having to hire an attorney to represent us against an insurance company with unlimited funds didn't seem realistic to me.

Fortunately, I was out voted by the Board and we proceeded to ask for a total settlement of over \$2M. You did an excellent job of keeping us informed during your negotiations with the insurance company's attorney and it wasn't long until they started offering us more money to settle the claim. Of the several

offers they made to us, and seemed to me we should have taken, you assured us it wasn't their best and final so we gave you the authority to continue until you thought they were at their highest. In the end we received close to \$2M which was almost 10 times the insurance company's original offer. I have to say Matt your persistence paid off handsomely for our HOA and all of us certainly appreciate your efforts.

If you ever need a recommendation for C3's services or for your work personally Matt, I would be more than happy to give it to any prospective clients you may have. Please don't hesitate to use this letter for that purpose or have them email or call me directly. Thanks again for all your hard work.

Sincerely,

A handwritten signature in black ink, appearing to read "David Cohen", with a long horizontal flourish extending to the right.

David Cohen, Treasurer  
Courtside at Arapahoe Lakes HOA

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