

On the evening of October 15, 2017 my washing machine malfunctioned and my house was flooded. I phoned Service Master but the phone was answered by Dry Wizard Services, Inc. They said they were working with Service Master. They came to my home that night to survey the situation. They said they would remove the damaged carpet, dry out the house, repair the dry wall damage, repair the kitchen and paint the interior of the house in the damaged area. Mr. Jason Edwards from Dry Wizard told me that mold was a concern and would start developing within 48 hours. They said their crew would pack all the items that needed to be moved out of the way including collectibles and the kitchen area. All furniture would be moved and stored out of the way while the repairs were being done.

At that time I was given several documents to sign so the work would begin immediately the next day. One of the documents I signed was a Service Agreement, Assignment of Benefits and Hold Harmless Agreement. It was almost midnight, I was exhausted and in a state of shock. It was presented to me as a form that allowed Dry Wizard to deal directly with my insurance company, [REDACTED]

October 16, 2017, the crew from Dry Wizard came to my house and removed only the wet portion of the carpet. They put in fans and dryers around the house and left. October 19, 2017 a POD storage unit was delivered. The crew of two men came and placed a single layer of items on the floor of the pod and said they had to go to another job after two hours. My family and I had to finish filling the pod. November 9 the POD was picked up and taken to storage.

I have been to the Dry Wizard office on many occasions and have been given the double-talk run around and outright lies. Everything has been convoluted and when I ask for clarification it has been impossible to get a straight answer.

There were only a few small areas of drywall removed and replaced. The kitchen cabinets and the remainder of the carpeting were not removed until April 19, 2018. I chose cabinets in January of 2018 and they were delivered June 4, 2018. They were made incorrectly and can't be installed. New cabinets are being made.

My attorney has written to Dry Wizard but to no avail.

I have an extensive diary related to what has been done and not done. The main issue is that Dry Wizard has received over \$20,000 from my insurance company and almost \$10,000 from me for upgrades to the flooring and cabinets and as of today nothing has been done.

I believe the situation has gotten to this point because I am a senior citizen and considered to be no threat or I am insignificant.

Attached are some of the documents I have received from Dry Wizard. According to them, because I want tile instead of carpet and the upper kitchen cabinets replaced instead of re-surfaced, my cost will come to close to \$20,000. That is in addition to the over \$20,000 from my insurance company.

With the hurricane season just starting, many people may face a similar situation with a water event. This company should be investigated for fraud and theft. Due to the Florida laws regarding the Assignment of Benefits form, it is extremely difficult to get any resolution.

Please investigate this situation. I will provide you with more documentation if you need it.

Unfortunately this is not an unusual situation. I know there will be victims of this company and other dishonest companies. It is a disservice to all of the honorable businesses who sincerely want to help people with problems.

I have more documentation if needed. I also have more diary notes.

I need your help! Even if it is too late for me to resolve this situation, I would love for you to pursue the topic of defrauding senior citizens and insurance companies with the exorbitant charges and incomplete work.

Sincerely yours,

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