

# R U PREPARED

## RAPID RESPONSE PROGRAM

A RELATIONSHIP toward  
a common goal

When a crisis situation arises (a natural disaster or other property emergency), you need a recovery team on standby, ready to jump into action. That's what you get with Coastal Reconstruction Group's Rapid Response Program.

After we are notified, our team will arrive on-site to assess your needs (e.g., boarding, emergency fencing, lighting and power, and clean up). If microbial growth is a concern, we will take the appropriate action — including the use of dehumidifiers, dryers and even demolition.\*



To prevent further damage, we will take the necessary steps to protect your property from the elements.



After the initial walk-through, we will provide a detailed scope of work.



We will meet with you and your insurance adjuster on-site to assist you with your claim.



Once scope is agreed upon, Coastal will restore your property to a living/working condition — minimizing the loss of rents and downtime.

To be included, all you have to do is complete this Rapid Response application. **Membership in the Rapid Response Program is totally cost-free to owners and management companies.** Coastal will be compensated by the owner through the amount from the insurance company. You are only responsible for the deductible with your insurance provider.

When disaster strikes, Coastal's main goal is to get your operations back to normal as soon as possible. **Make sure your properties are given first priority and minimize your losses.** Please fill out the form below, indicating a committed relationship with Coastal Reconstruction Group's Rapid Response Team, and a Coastal representative will contact you to confirm receipt and processing of your membership application.

Respectfully,  
Coastal Reconstruction Group

Please fax to **866.880.6638** or email to

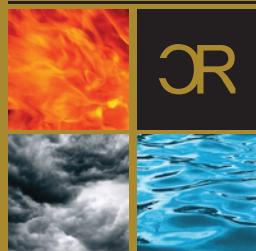
**RapidResponse@coastalreconstruction.com**

Date: _____	Company: _____
Address: _____	
City, State, Zip: _____	
Phone Number: _____ Email: _____	
Accepted by: _____ Print Name: _____	



### Value-added Advantages of Rapid Response:

- Fast response to any and all emergencies
- Less downtime
- Value-added approach to insurance peril
- No added costs



### General Inquiries

**877.708.5501**

Rapid Response

**866.630.5157**

[www.coastalreconstruction.com](http://www.coastalreconstruction.com)

\*During any named storm, our Rapid Response members will be given priority response status. Coastal Reconstruction Group cannot guarantee a specific time window due to all the unpredictable variables that arise during such an event.



COASTAL RECONSTRUCTION GROUP

EST. 1986



# Rapid Response Service Level Agreement (SLA)



## 1. PURPOSE

This Rapid Response Service Level Agreement (“Agreement”) establishes the terms under which Coastal Reconstruction Group, Inc. (CRG) will provide emergency mitigation and restoration services to the Client following a property loss or other crisis event. The objective of this program is to ensure fast, coordinated, and priority response when disaster strikes, minimizing downtime, loss of revenue, and disruption to operations.

## 2. PROGRAM OVERVIEW

Enrollment in the CRG Rapid Response Program (“Program”) provides Clients with priority response, 24/7 dispatch, single contact coordination, and full-service recovery. **There are no fees to enroll or maintain membership in the Rapid Response Program.** Participation is available at no cost to the Client and remains active while this Agreement is in effect.

## 3. SERVICE COMMITMENTS

Upon notification of an emergency event, CRG will mobilize resources and respond as quickly as conditions reasonably allow. Response times may vary based on the nature of the event, site accessibility, and regional demand.

During widespread or declared disaster events, Rapid Response Program members receive priority scheduling and dispatch, but CRG cannot guarantee specific arrival times due to factors beyond its control.

Each Rapid Response member's plan can be further tailored to their operational needs through ongoing discussion and planning with the CRG team. This ensures response strategies and communication protocols are customized to each property or portfolio.

## 4. SCOPE OF SERVICES

CRG may provide the following services under this Agreement, as applicable to the event type:

Emergency board-up and site stabilization	Temporary power, lighting, and fencing
Water extraction, drying, and dehumidification	Mold and microbial remediation (if required)
Fire, smoke, and odor mitigation	Debris removal and selective demolition
Full reconstruction and restoration of affected areas	Coordination with insurance adjusters and consultants



# Rapid Response Service Level Agreement (SLA)



## 5. CLIENT RESPONSIBILITIES

Client agrees to provide access, assist with insurance claims, and pay deductibles or uncovered costs. CRG's Master Services Contract and Rate Sheet are incorporated by reference.

## 6. INSURANCE & PAYMENT TERMS

All services performed by CRG are billed directly to the Client in accordance with the attached Master Services Contract and Rate Sheet. The Client is fully responsible for payment of all invoices, regardless of insurance coverage, carrier payment status, or claim outcome.

CRG will work closely with the Client's insurance adjuster, broker, or other representatives to assist in the preparation of scopes of work, documentation, and communication necessary to support the Client's claim. CRG's role in this process is as an advocate and restoration professional, not as a party to the insurance contract.

Payment for services is due as outlined in the Master Services Contract. Any insurance proceeds received by the Client are to be used to satisfy amounts owed to CRG for work performed under this Agreement.

## 7. PRIORITY, LIMITATIONS & FORCE MAJEURE

Priority service is given to Program members. CRG is not liable for delays caused by external factors or force majeure events. CRG may utilize partner affiliates for response and restoration services while maintaining contractual accountability and service oversight.

## 8. TERM & TERMINATION

This Agreement is valid for one year and auto-renews unless canceled with 30 days' notice. Either party may terminate for cause.

## 9. LIABILITY & INDEMNIFICATION

Each party holds the other harmless from losses caused by its own negligence or breach.

## 10. GOVERNING LAW

This Agreement is governed by the laws of the State of Florida.



## Rapid Response Service Level Agreement (SLA)



### 11. ENTIRE AGREEMENT

This Agreement, with the Master Services Contract and Rate Sheet, represents the full understanding between parties.

Accepted and Agreed:

**Client**

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date Effective: \_\_\_\_\_

**Coastal Reconstruction Group, Inc.**

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**RATE SHEET AND MASTER CONTRACT AVAILABLE UPON REQUEST**

**866.630.5157**

[www.coastalreconstruction.com](http://www.coastalreconstruction.com)

**RapidResponse@coastalreconstruction.com**