

TAB A

FIRE

date	time	entered by	office	region	no
11-26-05	12:14 PM	Neider, Sharon	ZCATGULF	Al-Miss	18
Management Review completed for Q0020 created on 10-02-05 at 08:28 AM for QK08					
Q0020 A payment has been issued for this claim that is greater than or equal to \$25,000.					
clear					
11-26-05	12:14 PM	Neider, Sharon	ZCATGULF	Al-Miss	17
Management Review completed for Q0020 created on 10-02-05 at 08:27 AM for QK08					
Q0020 A payment has been issued for this claim that is greater than or equal to \$25,000.					
clear					
10-04-05	09:02 AM	Conner, John	ZCATGULF	Al-Miss	16
Close					
10-02-05	08:29 AM	Ladnier, Jacque	ZCATGULF	Al-Miss	14
A management review has been set by Ladnier, Jacque					
Q0079 Reserves and/or payments are greater than or equal to \$300,000. Review this claim and submit a large loss report if necessary.					
10-02-05	08:28 AM	Ladnier, Jacque	ZCATGULF	Al-Miss	13
A management review has been set by Ladnier, Jacque					
Q0079 Reserves and/or payments are greater than or equal to \$300,000. Review this claim and submit a large loss report if necessary.					
10-02-05	08:28 AM	Ladnier, Jacque	ZCATGULF	Al-Miss	12
A management review has been set by Ladnier, Jacque					
Q0020 A payment has been issued for this claim that is greater than or equal to \$25,000.					
10-02-05	08:27 AM	Ladnier, Jacque	ZCATGULF	Al-Miss	11
A management review has been set by Ladnier, Jacque					
Q0020 A payment has been issued for this claim that is greater than or equal to \$25,000.					
09-29-05	05:27 PM	Conner, John	ZCATGULF	Al-Miss	10
File authority to \$350,000 flood policy limits.					

0065-FLEC

FIRE

date time entered by office region no
 09-29-05 03:08 PM Perry, Cody X4529 ZCARGULF Al-Miss 9
 To add to logs below include mtg on builing loss

date time entered by office region no
 09-29-05 01:50 PM Perry, Cody X4529 ZCARGULF Al-Miss 8
 Continued from logs below. Reviewed file and pice with TM Conser. Structure damage to front wall adjoining entry to dining and front porch, brick columns are bowed and all exterior brick down. Due to the quality of home agreed to X-total and defect clear wind portion from PH. Total included wind est in file. Exterior water line approx 10' and interior 9'. Dwelling 100' from water. Prepared X-total RC 512,677 less wind 39,708.00 amount exceeds policy exceeds policy limits 212,166.74. Total content loss of 100,000.00 Requesting authority to 350,000.00. less two advances on contents (\$5,000.00) Total payment due 345,000.00. PH has issues on window, water- requested engineer on companion claim. Please review and return to ct to settle with PH

date time entered by office region no
 09-24-05 08:51 AM Perry, Cody X4529 ZCARGULF Al-Miss 7
 Scoped logs with MR Ins and Karris R. Do not have wind claim, will request for same to handle both claims. A general condition of flood existed due to tidal flow from hurricane Katrina. This is a single family dwelling, not elevated and their principal residence. Interior water line 4'. Two exterior walls damaged and interior walls are moved. Completed scope and will review with TM to determine if x-total. PH requested advance- issued under contents. Advised PH would contact when estimate was complete and engineer would be requested

date time entered by office region no
 09-17-05 12:42 PM Tolbert, Jill REGOFF No Texas 6
 C - Rev'd & entered draft \$2000.00 #119409304F
 \$ 500.00 #119409305F
 Mailing draft copies to swing office.

date time entered by office region no
 09-16-05 07:37 PM Perry, Cody X4529 ZCATBILO Al-Miss 5
 Spoke to MR Ins appx sat for hrs 10:00

date time entered by office region no
 09-14-05 03:50 PM Perry, Cody X4529 ZCATBILO Al-Miss 4
 Spoke to Mr INs. Two story home bottom floor gutted hvy structural damage. Left all contact # and advised would be in contact to sat next

0664-ELFC

FIRE

date time entered by office region no
12-11-05 02:27 PM Huey, Lisa ZCATGULF Al-Miss 23
R/C to mr. ph, advised ph of contact # for CSU in Gulfport.

date time entered by office region no
12-04-05 01:57 PM Huey, Lisa ZCATGULF Al-Miss 22
R/C to mr. ph to 228-860-6502, LMOM.

date time entered by office region no
11-26-05 04:18 PM Neider, Sharron ZCATGULF Al-Miss 21
Management Review completed for Q0020 created on 09-30-05 at 04:47 PM for QLJ5
Q0020 A payment has been issued for this claim that is greater than or equal to \$25,000.
clear

date time entered by office region no
11-01-05 10:34 AM Bradley, Robyn ZCATGULF Al-Miss 18
per request, reopened and forwarding with contents to cust serv rep.

date time entered by office region no
10-31-05 08:26 AM Greer, Christie ZCATGULF Al-Miss 17
Reviewed file. OK to close.

date time entered by office region no
10-30-05 05:30 PM Huey, Lisa ZCATGULF Al-Miss 16
Spoke to mr. ph to obtain ALE expense info for 8/28-10/31, completed denial letter for any additional ALE/wind damage and flood damage and payment letter/ revised SOL for ALE payment. File to mgmt for signature of denial letter, file to close.

date time entered by office region no
10-26-05 05:12 PM Sloane, Kate ZCATBILO Al-Miss 15
Mr Ph came into Biloxi office. Questions regarding ALE. Advised PH that claim had been assigned to Gulfport Customer service. Spoke with CR Lisa Huey, she provided me with phone number for PH. Gave into PH, he understood and will contact Gulfport office.

date time entered by office region no
10-04-05 01:13 PM Perry, Cody X4529 ZCATGULF Al-Miss 14
Spoke to Mr Ins, explained rcv, acv, sdcp, pca, depr and acv payment of 36228.37
PH requested to pick up draft. Advised would meet to deliver draft. No issues pending please close file

0314-HOEC

EXHIBIT "E"

FIRE

date time entered by office region no
09-30-05 04:47 PM Stokes, Penny ZCATGULF Al-Miss 12
A management review has been set by Stokes, Penny
Q0020 A payment has been issued for this claim that is greater than or equal
to \$25,000.

date time entered by office region no
09-30-05 10:55 AM Jean-Baptiste, Luc ZCATGULF Al-Miss 11
Reviewed. Authority to \$39,708.60 for wind damage to insured location.
No coverage for flood damage on this policy. Send engineer request to
TM for wind vs flood question.

date time entered by office region no
09-28-05 04:53 PM Perry, Cody X4529 ZCATGULF Al-Miss 10
To add to logs below PH had concerns on wind vs water. Requesting engineer
to determine causation of loss.

date time entered by office region no
09-28-05 04:41 PM Perry, Cody X4529 ZCATGULF Al-Miss 9
Scoped loss on 9-20 with Mr INs and Kerrie R. No advances made on this claim
Have flood companion claim 24-z494-638. Dwelling is two story on concrete
foundation. Roof is one layer 30yr lam, 10/12 5 yrs old, good condition.
Wind damage to all slopes of main roof and attached carport. Wind driven rain
entered 2nd floor around windows and upstairs doors. PH stated doors were
open when he arrived after storm. Carpet in bedroom 1,3 and landing was
damaged from water .Ph has removed carpet. Carpet in bedroom 2 was undamaged
room is located on oppisite side where water entered. Carpet had stains from
traffic removing carpet in other rooms. Will estimate to clean. Water leaked
down to 1rst floor ceilings in living master br and halls. Ceilings are 10'
and clearly above the water line. Will estimate to repair ceiling in
those rooms. Ph is staying in his rental home. Will address loss of rent
on that claim. Structural wall damage to left wall adjoining dining and front
porch. Supporting brick column was cracked and bowed in center. Will
request engineer. Prepared est total rc 39,708.60 less depr and deduct
ACV payment due 36228.37. Requesting authority to 39708.60. Please review
and return to cr to settle with PH

date time entered by office region no
09-26-05 05:43 PM Conser, John ZCATGULF Al-Miss 8
Reassg. to Cody Perry as he has the flood.

date time entered by office region no
09-14-05 06:39 PM Johnson, Erika CATCLMCN Florida 7
Cody Perry is assigned to PH's other files, PH would prefer to have Cody
handle all claims.

FIRE

date	time	entered by	office	region	no
09-07-05	03:22 PM	Honderd, Norman x5	ZCATBILO	Al-Miss	6

Tried to call and line was busy or out of service.

date	time	entered by	office	region	no
09-05-05	04:24 PM	Watson, Sharon	CATCLMCN	Florida	5

Referral and assignment info for servicing office CATCLMCN Florida 19-600 was deleted
Unit/Rep Id TC XC3R

date	time	entered by	office	region	no
09-05-05	04:23 PM	Watson, Sharon	CATCLMCN	Florida	4

Moved to ZCATBILO Al-Miss 09-810

date	time	entered by	office	region	no
09-05-05	04:22 PM	Watson, Sharon	CATCLMCN	Florida	3

C: FP 7955; DED \$500;
F: Spoke w/Mr. McIntosh, nothing much left. 1 wall standing, debris from other homes, & not sure what else in home. Discussed coverages and moving to field. Has other claims for rental property w/damage and Flood claim (clm# not available yet for FL claim.) Moving all to the field.

total system log entries: 12

date	time	office	region	no
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

date	time	office	region	no
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

date	time	office	region	no
03-27-06	03:31 PM	ZCATCSCU	Al-Miss	40

File Documentation selected from work queue by Keif Bess

date	time	office	region	no
03-22-06	04:54 PM	ZCATCSCU	Al-Miss	34

Claim selected for Closed Claim Review in ZCATCSCU for Team 10, Cscu Rep

date	time	office	region	no
03-11-06	02:37 PM	ZCATCSCU	Al-Miss	28

Estimates selected from work queue by Lynn Fern

0312-HOEC