

July 2004 letter received from a Smart VENT® Customer

Mike,

Thank you for your help and being willing to talk to the insurance company. Your efforts have made it possible to realize a \$1350 annual savings in insurance premiums. The full payback for the SmartVents is less than 14 months.

Coming from "up north" I was rather shocked to see a bill for \$1600 for flood insurance premiums at closing here in Chesapeake, Virginia. After doing some internet research, I was quite impressed with your product and web site. Your testing information was quite clear and having the FEMA acceptance letter and ICC certification sealed the deal. I ordered SmartVents and was able to install them quickly in the air vent openings already in the foundation. No additional openings were needed.

I was able to take your information to my insurance agent and submit it for a premium reduction. However, the home office was not so readily impressed... After providing a professional engineers report, site survey, your testing literature and flow claims the home office came back with more requirements of adding an additional garage vent (since I had one already in the foundation to the garage). I installed the last vent, and waited. Voila! A check appeared in the mail for \$700. Nice, but two months later I received a notice that the mortgage company had taken out an additional flood insurance policy, mistakenly thinking that I had reduced my coverage since the premium rate had been reduced.

We got the mortgage company straightened out when the insurance agent resent them the coverage information. The next day I received a notice from the insurance company (home office) that I did not have adequate flood vent coverage. The thing that was throwing them off is that there needs to be 1in.sq. for every 1ft.sq. of space being covered - even though your literature states (and certifies) that each vent will cover 200ft.sq. as an engineered opening. We resent the information and after chasing this since January (it is now August) I turned to SmartVent for help (actually a little "venting"). Off went the e-mail to SmartVent.

I have to admit, that your call and interest in my plight was surprising and impressive. Within a day, you had talked to my agent (who was and remains very helpful) and to the insurance company home office. The work you did has helped me to save an additional \$550 annually.

Again, thank you for all your help and for your innovative product.

Best Regards,

Jim Herley
Chesapeake, Virginia

<u>Payback:</u>	
Initial insurance at closing for \$175,000 coverage	\$1600
Cost of all vents plus owner install	\$1400
Cost of Professional Engineer survey inspection	\$150
Cost of new insurance premium with \$250,000 coverage	\$244
Cash outlay for vents / inspection	\$1550
First year savings	\$1356
Payback in ~14months	
Insurance premiums savings over 10 years	\$13,560 at present rate

Words of wisdom...

Get a good insurance agent!!!

- Keep copies and records of EVERYTHING!
- Copy the SmartVent literature to hand over to your insurance agent AND the professional engineer.
- Keep copies and records of EVERYTHING!
- Call SmartVent as soon as things get complicated
- Be patient – eventually you'll wear them down.