

Subject: Follow-up on damages at 303 N. Washington Avenue, Marshall TX

Dear Ataya Woodard,

I am writing to follow up on our claim regarding the damage caused by Sloan Construction LLC, including brick/footer damage, water damage, and sewage fill up at 303 N. Washington Avenue, Marshall Texas 75670.

These incidents were promptly reported to both the City of Marshall, Texas, and Sloan Construction LLC upon occurrence. Despite their responsibility for these damages, we have taken every possible measure to minimize further damages.

The process of determining how Sloan Construction LLC and the city intended to address the damages has been excessively convoluted. This included uncertainties regarding whether they would file a claim for damage under their insurance or simply pay for the repairs. The conclusion of which, they finally provided us with the your certificate of insurance insuring this construction project.

It is noteworthy to mention that when contacting the listed point of contact on the insurance form, they were already familiar with my name prior to its mention. Please see the attached subsequent email communications with Bockmon, Knight & Traylor Insurance Agency on April 12, 2024 (Exhibit 1). Bockmon, Knight & Traylor Insurance Agency refused to notify your company of the damages or provide your contact information. I have attached an email I previously sent to your company in care of Bockmon, Knight & Traylor Insurance Agency, as they were the only point of contact available at the time (Exhibit 2). I was informed that they would not forward the letter to your company for review.

Please note, the business owners on the block were all informed that no claims could be filed without Casy Sloan's permission and several people on the block were concerned due to the following articles.

- [East Texas businessman arrested after turning himself in to police | Counties | marshallnewsmessenger.com](#)
- [East Texas businessman arrested after turning himself in to police | cbs19.tv](#)

After considerable effort, I managed to find your company's direct phone number facilitating the eventual filing of this claim.

Since the filing of this claim, and after initial discussions and correspondence with the assigned adjuster Jaclyn Rae Miller, I received an automated response from an email I sent, indicating Jaclyn Miller is no longer with CNA and advising to please contact Jennifer.Williams@CNA.com on Friday April 19, 2024. Despite promptly adhering to this instruction, I did not receive a response. The next communication I received was the email from you on April 23, 2024. Due to ongoing construction activities and conduct I face daily with your insured/contractor, I have not been able to resend these emails to you. However, I did reply to the questions in your email and clarify the dates of the incidents and confirmed your emailed questions would be much easier for me at that time. However, I have not yet received the list of questions you advised you would be sending.

Unfortunately, the contractors recent work, pouring concrete in the previously discussed designated access/drainage area, has created a new hazard trapping water between the new sidewalk and against our building during the insurance investigation process.



This makes mitigation during your investigation much more complicated and exposes our building to significant additional damage.



Your contractors grading again sloped the water back towards our building, instead of away from our building.

Your insured, Casey Sloan, came by our storefront while we were taking steps to prepare for the storm warnings issued for our area on Friday April 26, 2024, and asked if we were building a swimming pool or a sand box. Even though I felt it was obvious what we were doing, I remained cordial and explained that we were taking steps to prevent rainwater from entering our building. Since he is the owner of the General Contracting Company, I took advantage of the opportunity to possibly learn something and politely asked him for any ideas or recommendations to prevent the water from entering, to which he stated he has none.

Please see the following photos: we have proceeded to mitigate to the best of our ability at this time.

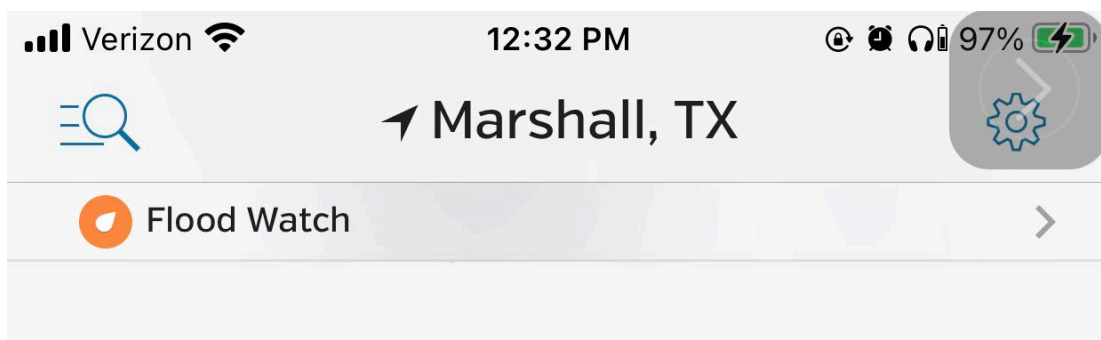


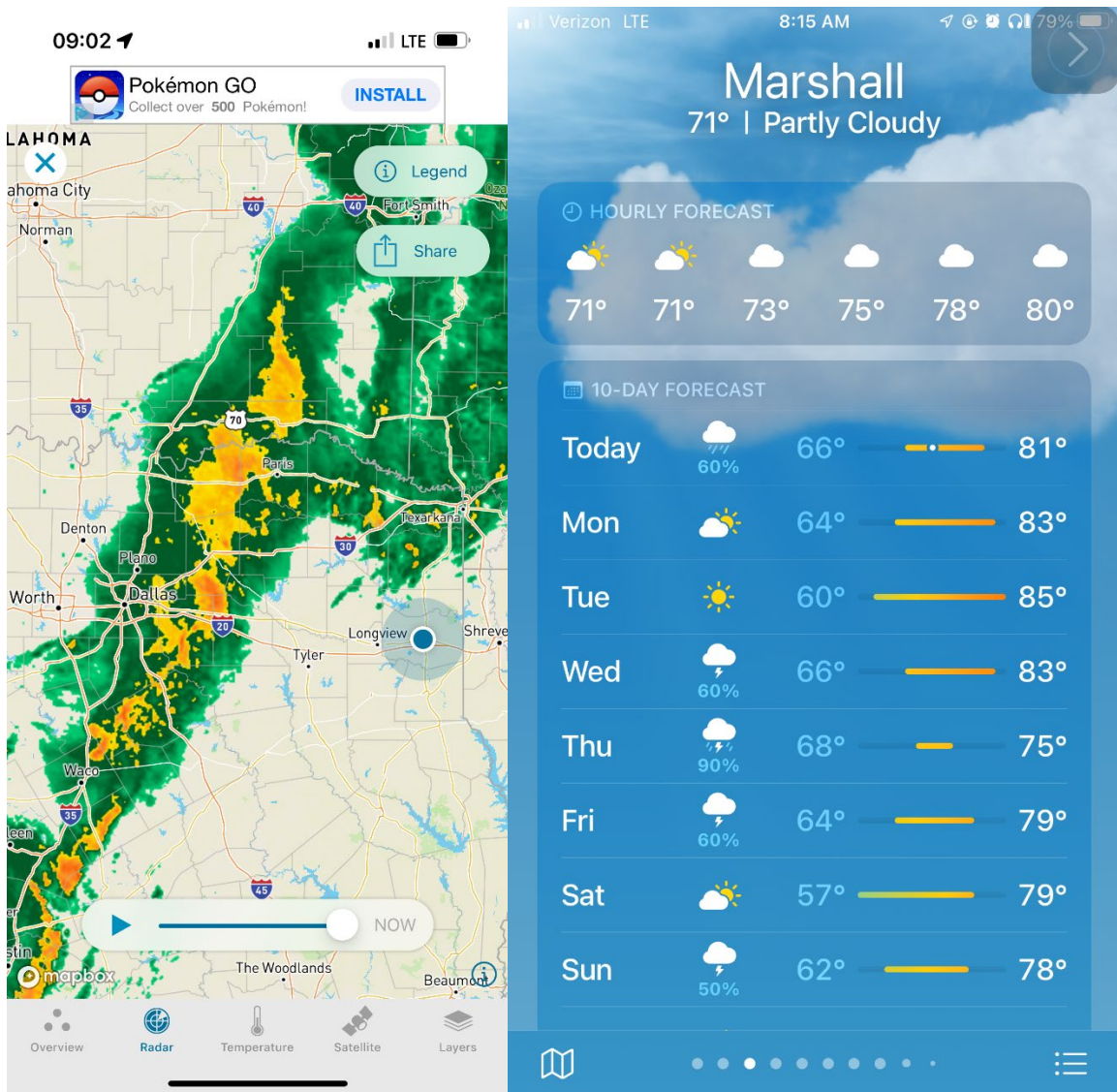




Although we are doing our best to prevent additional damage, the continued delays are exposing our building to significant potential additional damage.

Please see the weather reports from today, Sunday April 28, 2024.





It is imperative that repairs to the front of our building proceed swiftly, particularly given the recent actions of the contractor, which now necessitate constant monitoring during rain events, including throughout the night and early morning hours.

The following are some photos of the damage they caused, with a jack hammer, to our brick and underlying footer for your review:











Please find the attached email sent to Jaclyn.Miller@cna.com on Friday April 19, 2024, regarding your insured's intentions to pour concrete in front of our store prior to your investigation and prior to us being able to complete the necessary repairs required before concrete is poured in this area (Exhibit 3).

Please also see the attached emails regarding other concerned property owners with the conduct of your insured throughout this process (Exhibit 4-6).

Prompt resolution of this matter is crucial, and I appreciate your attention to this ongoing issue.

Additionally, for your awareness, the contractor has significantly cleaned up the jobsite since several incidents occurred. With that being said, please see the following photos taken at the same time as our mitigation photos above, this Friday April 28, 2024, regarding some minor examples of possible hazards your insured has continued to create for the public shopping customers that foot traffic these areas on a daily basis. Please note there have been several fall incidents to public citizens walking on these walkways put into place by your insured for customer access to these buildings.













Due to personal safety concerns regarding your insureds' history and conduct towards us since the filing of this claim, law enforcement has increased patrol of our residence. Because of this, I ask that you are prudent with the information that you share with your insured regarding our communications.

Sincerely,

Larry Watts
(903) 930-2071