

EXHIBIT B – VENDOR Discounts and Services to be Provided to Associations

We are excited to be a partner with FirstService Residential. Allowing Paul Davis to service your clients in their time of need is a most serious responsibility, and one we shoulder willingly and with honor.

In the spirit of our partnership, we would like to roll out the value that we bring to FirstService Residential beyond our core services. We believe these value propositions are beneficial to all stakeholders, and ultimately allow for a seamless process when working together. A bit of background on who we are and how we operate:

Paul Davis is an emergency services contractor specializing in water / flood damage, fire / smoke damage, mold / contaminate damage, and bio-hazard damage.

We operate as a **High Impact – On Demand Model**. This means that our entire business model is built on the premise that we will need to provide a robust and immediate response to any hazard or peril that occurs – with no notice as to when, where, and how severe. We developed the ability to sustainably offer this kind of response by starting out as a Catastrophe (CAT) Response Unit, responding throughout the United States. The real time, and often brutal operational lessons learned in CATs have allowed us to transfer this knowledge throughout our organization – saving years of granular change and allowing for hyper growth on Operational Excellence. This on-going “extreme learning” allows us to offer the **High Impact – On Demand** model to our partners for the everyday occurrences. This in itself means very little without access to the key of “Total Availability”:

TOTAL AVAILABILITY

The single most important value we can add is “Total Availability”. On the surface this seems pretty basic and obvious – if a company is not available to their customers, they won’t last very long. We are talking availability on a much deeper level – a level beyond just a response. A level of total availability for the three parts of every emergency project: **Response, Communication, and Documentation**. Many providers offer availability on one of these core components, maybe two at times, rarely all three, and almost never all with consistency and customization. We offer a solution to FirstService Residential that offers “Total Availability” for all three components, in real time, every time. Here is a breakdown of what that what you can expect when you partner with Paul Davis:

PAUL DAVIS

RECOVER • RECONSTRUCT • RESTORE

Response: An immediate response is hard wired into our DNA. We staff our call center with live employees – often the Team Member who will be responding to your emergency will be the person who answers the call. Here are the metrics that you can count on – every time, every day, always:

- Priority Response in Spike / CAT events
- Upon receiving a new loss from FirstService Residential, we will have an inspector dispatched within:
 - o During Business Hours: 15 minutes
 - o After Business Hours: 45 minutes

Communication: Below is the basic component we offer – but feel free to customize this part to match what your needs / your client's needs are:

- **Pricing Discussions**
 - o Rough Order of Magnitude pricing / NTE within 1 hour of Inspection completion
 - o Elimination of Fees
 - No Emergency Service Response Fees – even for After Hours Response
 - No Vehicle Fuel fees for in-state work
 - Open to discussions on After Hours Charges – on a per job basis
- **Daily Executive Summary Report:** Delivered each night of the project, consisting of:
 - o Breakdown of affected areas – by floor, unit, and room.
 - o Standard of Care: What we are going to do to return the areas to "Pre-Loss Conditions"
 - o Schedule of Planned Work and Completed Work – by Day
 - o Reporting can be customized as well
- **On Site Expertise**
 - o Senior level Inspectors and Team Leaders on site to assist in all aspects:
 - Work Planning that matches priorities as agreed on with all stakeholders
 - Claim vs. No Claim analysis and assistance in simplification of a complex process
 - Stake-holder meetings
 - Adjuster communication
 - Unit Owner / Association Board Meetings

Documentation: Multi-family building have a greater threshold for documentation due to the inherent complexity of the types of losses that occur. The vast majority of water or smoke related incidents affect multiple units as well as common areas. This requires a higher standard of care than typically offered. Here are the standards by which we offer documentation:

- **Photo Documentation**
 - o Available as a "Live Link" sent with the Executive Summary

- **Scope and Pricing Models**
 - o Xactimate
 - Full dimensioned sketch of all affected areas
 - Xactimate dataset pricing set for zip code
 - Room by Room line item scope and pricing
 - o Time and Materials
 - Daily "Run Rate" of labor, materials, equipment, etc. totaling out the billable costs for each day of work – available the following morning.
 - Total transparency in all aspects of pricing
 - o Moisture Mapping
 - Psychrometric Logs
 - Moisture Mapping
 - Full documentation of "Wet to Dry"

The benefit of all of this is real time data with real transparency. As your partner, you can count on this delivery every day of the year.

We look forward to building an even stronger relationship. Please do not hesitate to call us for a site visit to get to you know your building and its team.

Sincerely, on behalf of our entire team,

Wayne Merlino

Wayne Merlino
President