

**Subject:** Chalet Owners - Beware of Scammers  
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**CC:** Chalet Office <chaletoffice@chaletmarcoisland.com>

Chalet Owners:

I have had several calls today from Chalet owners that have had calls from organizations indicating the owner had massive water damage in their condo and needed emergency services to mitigate damage. Some of the calls were highly questionable. We believe some are opportunistically targeting us for hurricane damage knowing many of our owners are remote.

The Chalet contacted Dry Zone and authorized them to provide estimates to our owners. Dry Zone was recommended by our staff as was Fire and Water. Feel free use whatever service you are comfortable with (including others in the area that you may be aware of). Dry Zone was in our building yesterday and have developed estimates for our owners. We cannot validate the accuracy of these quotes, but can validate that the company is legitimate.

We recommend you be cautious about offers to provide dry-out services. Here are a few suggestions:

- **Get a number and call them back** - If you get a call from someone telling you you have major damage and offering to dry your condo, double check their validity. Have them email you a quote and call them back.
- **Do not give them your credit card on the first call** - Ask for a written quote and call them back rather than provide your credit card number on the initial call.
- **Validate the damage** - If a caller claims major water damage and you are not onsite have someone look at your unit and validate the work needed.
- **Go onsite if you can or have a friend inspect your condo** - The best way to assure the work needed is to see it yourself. If you have major damage we encourage you or a trustworthy friend assess the situation. The airports are opening now (I am flying into RSW tomorrow). If you have a friend inspect your unit call us and we will let them in. We will not allow un-authorized entry to your unit.
- **Get other quotes** - We believe Dry Zone is legitimate and was recommended by our staff. Fire and Water Services in Naples was also recommended. Their contact info is below. There are other services available and you are free to hire whoever you wish to assist.
  - Dry Zone - 239-643-1990
  - Fire and Water - 239-643-6430
- **Call us if you need help**. As we get more of our staff onsite we can look at your condo if needed to validate estimates. I will be at the Chalet tomorrow and some of our staff is there now. Call me at 313-506-5188 if you would like me or the staff to do a quick walk through your unit.

It is unfortunate that some may be taking advantage of people with hurricane damage. A little proactive diligence will ensure you get the right services.

Let us know if we can help. Also, let me know if you have other questionable experiences so we can alert other owners.

Thanks  
Pat Romzek  
Chalet 204