

City of Greenville

Ed DeArmond
Mayor

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Ben Van Hooser
City Administrator

May 7, 2012

Erassist Disaster Data Services
c/o Ms. Laurel Matula
5649 Horsebarn Lane
Rogers, AR 72758

RE: **Performance Recommendation**

Dear Ms. Matula:

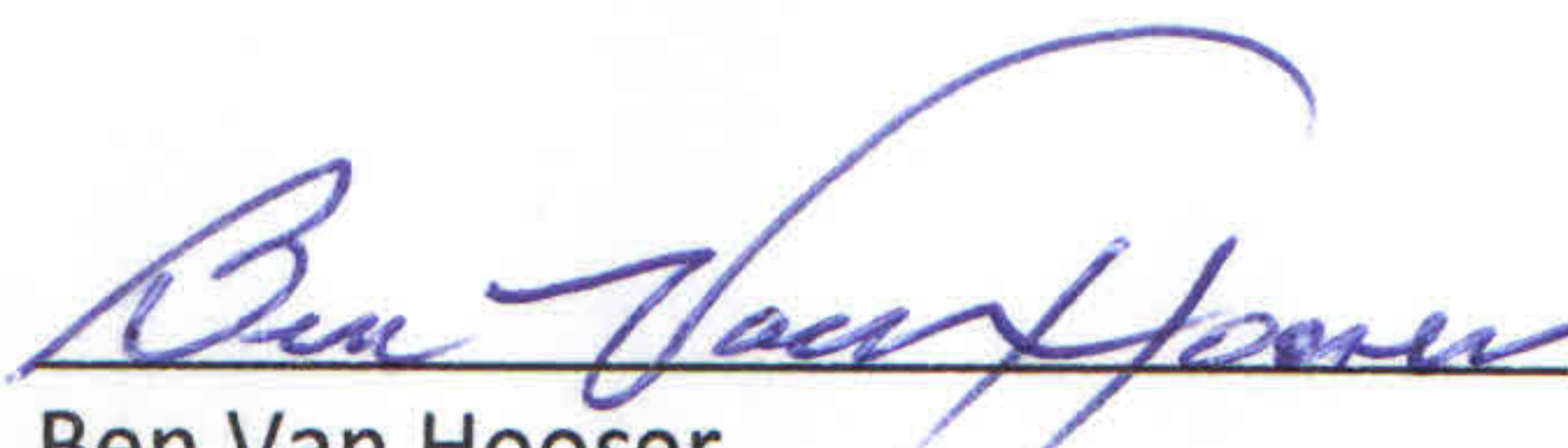
On behalf of the City of Greenville, Kentucky, I want to commend you and your company for the outstanding job in helping our City in the aftermath of the historic January 2009 Ice Storm... which I often refer to as the "storm of the century".

As you know, subsequent to that storm, the City received financial assistance from FEMA since it was a federally declared disaster. It became a very long and arduous task in supplying several FEMA representatives all the related documentation and, sometimes, more than once! Finally, after two plus years, we received an initial payment of FEMA funds and awaited their final audit to receive the balance. To our surprise and alarm, what we received was a "final audit" letter stating that, rather than sending us the remaining funds, their calculations and audit results had determined that we owed back some \$25,000! So, in essence, they were giving funds to us in one hand and taking them back in the other.

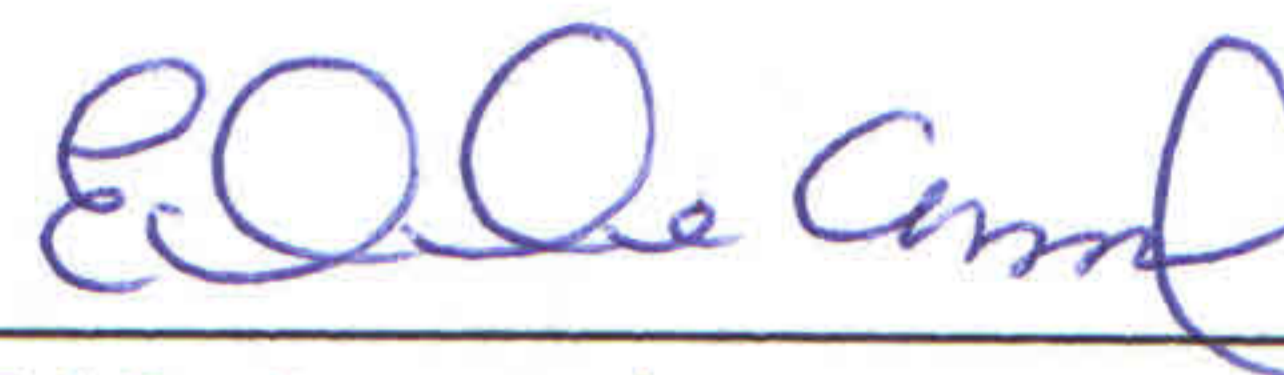
Fortunately, we learned of your services to cities and counties who are faced with the difficult task of trying to make an appeal, utilizing FEMA's own figures and language. YOU HAVE BEEN TREMENDOUS! Over the past three weeks, we have appreciated the fact that you have been meticulous in analyzing these documents, discovering where there were errors and helping us develop appealable points. We could not have asked for a more professional and thorough job performance. Throughout this process, it was apparent that you were working for us! We were thrilled with the results, knowing that we could not have done what you did for us. Finally, we felt you were very fair with us in regards to your charges for this service.

Please know that we stand ready and willing to recommend you to any other entity that is facing similar circumstances. The best way I know to rate your performance would be to give you an "A+" rating! Thank you. Please know that the lunch engagement remains open if you should be passing through our area.

Best Regards,



Ben Van Hooser
City Administrator



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