

Customer Success Story:

AT&T Tower/Element National Management Co.

When a water main broke on the third floor of the AT&T Tower in Jacksonville, Florida — dumping thousands of gallons of water on the floors below — **Coastal Reconstruction was on the scene within two hours.**

- The damage affected the kitchen, food court, bank and mechanical room.
- Water mitigation and extraction started within two hours of receiving the call, helping to minimize business interruption.
- The damaged food court was able to reopen within one day.
- Element National Management Company, the building's asset and property management firm, saw firsthand the importance of having a plan in place before disaster strikes. After the quick response from Coastal Reconstruction, Element signed up for the Rapid Response Program to cover AT&T Tower's 32 floors and one million square feet of office space — and to provide peace of mind to building owners and tenants.



"Coastal Reconstruction's responsiveness to our emergency reduced business interruption and allowed us to get back to the business of managing the building. It was because of experiencing this firsthand that we decided we needed to get our building on Coastal's Rapid Response Program."

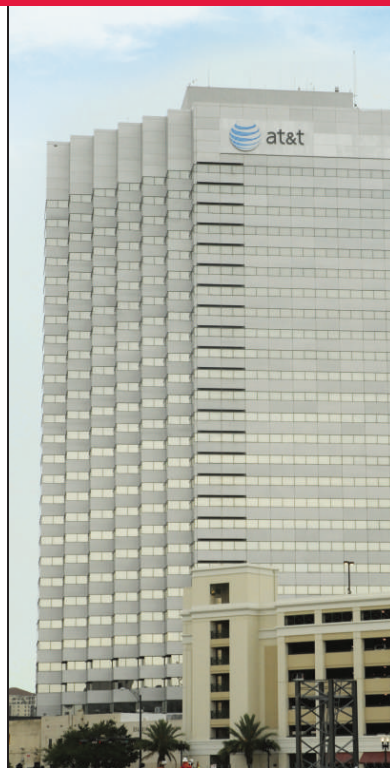
— Lori L. Thomas, CPM, LEED AP
Sr. Property Manager
Element National Management, Inc.

Current Certified States:

Alabama	Mississippi
Connecticut	New Hampshire
Florida	North Carolina
Georgia	Ohio
Indiana	Oklahoma
Kentucky	South Carolina
Louisiana	Tennessee
Maryland	Texas
Michigan	Wisconsin

General Inquiries: 877.708.5501

Rapid Response: 866.630.5157



Value-added Advantages of Rapid Response:

- Fast response to any and all emergencies
- Less downtime
- Value-added approach to insurance peril
- No added costs

Commercial Lic#: CGC057545
Residential Lic#: CGC1511631



COASTAL RECONSTRUCTION GROUP

www.coastalreconstruction.com