



February 8, 2019

Barry Gilway

President, CEO and Executive Director

Citizens Property Insurance

301 West Bay Street

Jacksonville, FL 32202 USA

Dear Mr. Gilway:

Please allow this letter to confirm that after performing a review of the 2016, 2017, and 2018 invoices related to the Agreement for Water Mitigation Estimate Review Program effective August 8, 2016, between Lynx Services, L.L.C. ("Lynx") and Citizens Property Insurance Corporation ("Citizens"), Lynx has found no invoice or evidence that Lynx receives any type of commission or cut of the difference between the contractor's original estimate and the lower negotiated payment. for its review of water mitigation invoices (Percentage Basis). Although our contract with Citizens has a provision that allows for payment to Lynx based on flat fees and upon a percentage of the savings of the original invoice reviewed (Percentage Basis), the records reviewed indicate that Lynx has only been paid on a flat fee basis.

Should you have any questions or would like to discuss further, please do not hesitate to contact me.

Respectfully,

A handwritten signature in black ink, appearing to read "Ramon Suarez", with a stylized flourish at the end.

Ramon Suarez

Regional Managing Director, North America | LATAM | Iberia