

From: [Lezelle Myburgh](#)
To: ["Hannes | Blackhound"](#)
Cc: ["Dewald | Blackhound Architecture & Rendering"](#)
Subject: RE: 20240502_ DATA RECOVERY _Job LD2695
Date: Wednesday, 08 May 2024 12:11:49
Attachments: [image013.png](#)
[image014.png](#)
[image015.png](#)
[image016.png](#)
[0.png](#)

Hi Hannes

Andrew is visiting you today and we can take it from there.

Regards
Lezelle

Lezelle Myburgh
Manager, Underwriter and Claims

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B-BBEE LEVEL 1
CONTRIBUTOR

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From: Hannes | Blackhound <hannes@blackhoundenterprises.com>
Sent: 07 May 2024 9:25 AM
To: Lezelle Myburgh <Lezelle.Myburgh@rbs.co.za>
Cc: 'Dewald | Blackhound Architecture & Rendering' <dewald@blackhoundenterprises.com>
Subject: FW: 20240502_ DATA RECOVERY _Job LD2695

Good morning Lezelle.

Please see below correspondence from Intratec regarding the mechanical failure we experienced with our harddrive.

Again, this is a mechanical failure.
Not a "electric, electronic or magnetic injury."

See below a screenshot from the wording policy:
SUB-SECTION C – DOCUMENTS

DEFINED EVENTS
Loss of or damage to documents normally kept at the office premises by any peril not specifically excluded, up to R50 000 (fifty thousand rand) towards labour and reinstatement cost. Additional cover may be purchased in which case the limit stated in the Schedule will be over and above the automatic cover provided.



DEFINITION

The term 'documents' shall mean:

films, tapes, addressograph plates, books, records, maps, plans, drawings, abstracts, deeds, wills, mortgages, agreements, manuscripts, letters, certificates, documents and similar written, printed or otherwise inscribed papers and documents used by the Insured in the business and owned by them or for which they are responsible, **excluding** money, current postage or revenue stamps, cancelled and uncancelled coupons, securities, bearer bonds, cheques, drafts and any written order to pay a sum certain in money and any written evidence of indebtedness or obligation and all property carried or held as samples or for sale or for delivery after sale. The term 'documents' shall include computer software and computer data carrying media unless otherwise stated in the Schedule. The term 'documents' shall also include all of the types of document described above that are in electronic format;

PROVIDED THAT:

duplicate records of such documents are maintained away from the insured premises described in the Schedule.

LIMITATIONS

The Company's liability under this Sub-Section is limited to all costs, charges and expenses incurred by the Insured in replacing or restoring such documents.

SPECIFIC EXCEPTION

This Sub-Section does not cover:

1. loss or damage caused by:
 - 1.1 electric or electronic or magnetic injury, disturbance or erasure of electronic or magnetic recordings except by lightning;
 - 1.2 vermin or inherent defect or by processing, copying or other work upon the documents;
 - 1.3 the dishonesty of any principal, partner or director of the Insured whether acting alone or in collusion with others. This Exception shall not apply to any director who is also an employee of the Insured and whom the Insured have the right at all times to govern, control and direct in the performance of his/her work in the service of the Insured and in the course of the business;
2. wear and tear or gradual deterioration;
3. costs involved in re-shooting films and audio-visual material and re-recording audio tapes.

1) The injury to the hard drive was not caused by electric or electronic or magnetic injury. The hard drive was in a server which is still fully functional, which tells us

that the server was not the cause of the injury.

The assessor was here to assess the claim and yet did not state that the hard drive was injured due to **electric or electronic or magnetic injury**.

Due to the nature of the injury we feel we are exempted from "specific exceptions" since it is not loss or damage caused by **electric or electronic or magnetic injury**.

From the Business policy wording we received with our policy, it states under Office Contents: Loss of Documents = R50 000.

As stated previous correspondences, we only received the Holland Policy Wording on 19/04/2024 for the first time since being a client.

Kind regards

Hannes Gouws

Director
Professional Senior Architectural Technologist
SACAP : PSAT 32449887

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From: dewald@blackhoundenterprises.com <dewald@blackhoundenterprises.com>

Sent: Friday, May 3, 2024 12:12 PM

To: hannes@blackhoundenterprises.com

Subject: FW: 20240502_ DATA RECOVERY_Job LD2695

Kind regards,

Dewald Potgieter

Director
Professional Architectural Technologist
SACAP : PAT 30442820

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From: Brandon Koopman <brandon.k@intratecgroup.co.za>

Sent: Friday, May 3, 2024 12:07 PM

To: dewald@blackhoundenterprises.com; Brandon Baker <brandon.b@intratecgroup.co.za>; info <info@intratecgroup.co.za>

Cc: Accounts - Intratec Group (Pty) Ltd <accounts@intratecgroup.co.za>

Subject: RE: 20240502_ DATA RECOVERY_Job LD2695

Good Day Dewald,

I trust this email finds you well.

An Electro-mechanical hard drive failure is typically associated with a clicking or noisy disk drive, the drive is no longer detected, or the drive is slow to respond to read and write requests.

Hence the reason why we need to intervene to attempt extract the data from the hard drive.

Thank you.

Best Regards/Groete



Brandon Koopman

Sales & Marketing Manager | INTRATEC

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E: brandon.k@intratecgroup.co.za

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Montague Gardens, Cape Town

JHB

Block 2, Elevation Gardens Waterfall
Office Park, Bekker Road, Midrand



From: Brandon Koopman

Sent: Thursday, 02 May 2024 08:34

To: 'dewald@blackhoundenterprises.com' <dewald@blackhoundenterprises.com>; Brandon Baker <brandon.b@intratecgroup.co.za>; info <info@intratecgroup.co.za>

Cc: Accounts - Intratec Group (Pty) Ltd <accounts@intratecgroup.co.za>

Subject: RE: 20240502_ DATA RECOVERY_Job LD2695

Good Morning Dewald,

I trust this email finds you well.

I have forward it to our technical team and awaiting there feedback.

Thank you.

Best Regards/Groete



Brandon Koopman

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From: dewald@blackhoundenterprises.com <dewald@blackhoundenterprises.com>

Sent: Thursday, 02 May 2024 08:04

To: Brandon Baker <brandon.b@intratecgroup.co.za>; info <info@intratecgroup.co.za>

Cc: Accounts - Intratec Group (Pty) Ltd <accounts@intratecgroup.co.za>

Subject: 20240502_ DATA RECOVERY_Job LD2695

Hi Brandon/Courtney

We are looking for a detailed report of what is currently wrong with the hdd.

We are currently struggling with our insurance due to this clause and the current report from Intratech isn't sufficient.

SPECIFIC EXCEPTION

This Sub-Section does not cover:

1. loss or damage caused by:
 - 1.1 electric or electronic or magnetic injury, disturbance or erasure of electronic or magnetic recordings except by lightning;

We know there are a mechanical problem with the hdd as per the current report received, thus requiring spares as mentioned by Intratech's email correspondence.

Please feel free to give us a call if you have any questions.

Many thanks for all the updates thus far.

Kind regards,

Dewald Potgieter

Director
Professional Architectural Technologist
SACAP : PAT 30442820

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