

From: [Lezelle Myburgh](#)
To: "Hannes | Blackhound"
Cc: "Dewald | Blackhound Architecture & Rendering"
Subject: RE: BLACKHOUND_Loss of Documents.
Date: Monday, 22 April 2024 13:03:46
Attachments: [image008.png](#)
[0.png](#)

Hi Hannes

Dankie, ek verwys na versekeraars en laat weet sodra ek iets hoor.

Groete
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: 22 April 2024 12:48 PM
To: Lezelle Myburgh <Lezelle.Myburgh@rbs.co.za>
Cc: 'Dewald | Blackhound Architecture & Rendering' <dewald@blackhoundenterprises.com>
Subject: RE: BLACKHOUND_Loss of Documents.

Hi Lezelle.

Aangeheg is die epos met die verslag asook herstel kwotasie wat ons gekry het van die maatskappy en ook aangestuur het vir Mariné.
Verder uit ons kennis weet ons nie hoe die verlies plaas gevind het nie.

Intratec het ons laas week laat weet dat die parte wat hulle benodig om die herstel werk te doen van oorsee af bestel moet word, aangeheg is die kwotasie vir die parte.
(Quotation – SQU00111224 – 15_04_2024)

Dit wil sê ons staan no op:

- 1) 2x Faul reports (Intratec + Let Me Repair) = R1 177.00 (Paid)
- 2) Intratec Data Recovery Deposit = R2 932.50 (Paid)
- 3) Data Recovery Remainder = R8 682.50
- 4) Harddrive Replacement = R15 998.00
- 5) Ordering Parts = R9 040.56

Ek hoop dit help.
Laat weet my as jy enige iets anders nodig het of enige vrae het.

Groete.

Hannes Gouws

Director
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From: Lezelle Myburgh <Lezelle.Myburgh@rbs.co.za>
Sent: Monday, April 22, 2024 11:33 AM
To: 'Hannes | Blackhound' <hannes@blackhoundenterprises.com>
Cc: 'Dewald | Blackhound Architecture & Rendering' <dewald@blackhoundenterprises.com>
Subject: RE: BLACKHOUND_Loss of Documents.

Hi Hannes

Kan julle asb vir my n verslag laat kry rondom hoe die verlies plaas gevind het en dan kwotasie om dit te herstel.

Groete
Lezelle

Lezelle Myburgh
Manager, Underwriter and Claims

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From: Hannes | Blackhound <hannes@blackhoundenterprises.com>
Sent: 19 April 2024 3:02 PM
To: Lezelle Myburgh <Lezelle.Myburgh@rbs.co.za>
Cc: 'Dewald | Blackhound Architecture & Rendering' <dewald@blackhoundenterprises.com>
Subject: BLACKHOUND_Loss of Documents.

Hi Lezelle.

Baie dankie vir jou moeite met hierdie probleem.
Dit word opreg waardeer.

Ek het die Policy Wording dokument ontvang van Gareth af.
Ek sien onder Office Content: Sub-Section C: Loss of Documents, die volgende:

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.

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Office Contents

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 uncanceled 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.

Ek voel dat die uitgeligte sin hierbo die probleem waarmee ons sit beskryf omdat al ons dokumente (werk, planne, kontrakte, munisipale forms, kliente informasie, tekening, 3d modelle) elektronies gestoor en aangestuur word aan kliente.

Ons het bewys van die backups wat ons outomaties laat maak op ons google drive, wat nou "corrupted" is.

Soos verduidelik, die harddrive crash het nou net mooi in daardie tydperk gebeur waar die backups besig was om te hardloop.

Ek het ook bewys van my korrespondensie met Google Support op Vrydag 8 Maart, om by hulle te hoor is daar nie 'n manier wat ons ons ouer dokumente kan terug kry van Google Drive af voor die backup begin hardloop het nie.

Het jy die kwotasies en fault reports, of moet ek dit vir jou aanstuur?

Laat weet my as ek enige iets anders vir jou kan stuur of doen wat ons saak kan help.

Hierdie probleem beïnvloed ons daaglikse werk direk so baie dankie vir jou hulp sover.

Groete.

Hannes Gouws

Director
Professional Senior Architectural Technologist
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