

From: Andy Wesson (FIISA)
To: Hannes | Blackhound
Cc: "Dewald | Blackhound Architecture & Rendering"
Subject: RE: Blackhound_Loss of Documents
Date: Monday, 03 June 2024 17:59:31
Attachments: 0.png

Thank you Hannes

I will attend

Andy Wesson (FIISA)
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From: Hannes | Blackhound <hannes@blackhoundenterprises.com>
Sent: Monday, June 3, 2024 5:51 PM
To: Andy Wesson (FIISA) <Andy.Wesson@rbs.co.za>
Cc: 'Dewald | Blackhound Architecture & Rendering' <dewald@blackhoundenterprises.com>
Subject: Blackhound_Loss of Documents

Hi Andrew.

Thank you for your time this afternoon.

As discussed in our meeting, both our harddrives that stores our plans, drawings, agreements with clients, municipal documents, title deeds and office documents suffered physical injury due to mechanical failure. (As described by Intratec.)

Please see attached correspondence with Intratec with regards to the physical damage which refers to the moving components of the harddrive.

In addition to having 2x Harddrives, we have a Google drive scheduled to Auto backup our work every night from 12am, this has been working with no issues since 2022.

What happened in this one in a trillion event is, both our harddrives crashed during our scheduled backup, leaving all the files corrupted on our google drive. Had it happened a couple of hours earlier or later all our backup files would have been perfectly fine.

Please see attached correspondence with Google Support in our efforts to roll back our data stored on our google drive to a previous point in time.

We also discussed payments made by Blackhound in terms of Claims Preparation Costs:
Please see attached **Quotes and Proof of Payments**:

1. 2x Fault Reports. One from Intratec(CPT) and one from Let Me Repair(P.E.) : R1 177.00 (Paid)
2. Intratec Data Recovery Deposit for 1x Harddrive: R 2 932.50 (Paid)

In addition to this we need to pay the second deposit of R 2 932.50 for the Intratec team to start their process on the other harddrive in a last attempt to retrieve our data.

Additional Documents Attached:

1. We have attached the original Fault Report issued by Intratec together with their latest report issued on the 1 drive the checked.
2. Attached is the new quote from Intratec to start their process of retrieving data on the 2nd drive.

As discussed, under Office Contents: Sub-Section C – Documents, we are covered for R50 000.

Keep in mind, the quote provided by Intratec is only for their process of retrieving the data.

We would like to know what is our coverage in the case the team at Intratec cannot retrieve our data?

Let me know if you need any other information.

Kind regards

Hannes Gouws

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