

# CORTEZ ENVIRONMENTAL SERVICES, LLC

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## FAX TRANSMITTAL

DATE: 10-2-04

TO: Melinda Ballard

COMPANY: POA

FAX NUMBER: 888-648-8823

PHONE NUMBER: \_\_\_\_\_

FROM: Vikki Cortez

NUMBER OF PAGES (INCLUDING COVER PAGE): 4

SPECIAL INSTRUCTIONS/COMMENTS: \_\_\_\_\_

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IF THIS TRANSMITTAL IS INTERRUPTED OR OF POOR QUALITY, PLEASE NOTIFY THE SENDER BY TELEPHONE.



# POA

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**Policyholders of America      888-648-8823**

## **IAQ PROFESSIONAL ETHICS PLEDGE**

*POA is proud to refer its members to Indoor Air Quality professionals (testers, consultants, remediators and subs) who pledge to follow ethical guidelines as set forth by POA.*

*The following is the pledge we ask each and every contractor to sign and send back to us if they want to be placed on our referral list.*

### **THE PLEDGE TO UPHOLD PROFESSIONAL AND ETHICAL CONDUCT:**

As a professional, I pledge to **remain independent and not take an *advocacy role* for any party** involved in a job referred to me by POA.

As a professional, I pledge to **not minimize or overstate the level of contamination and what is needed to correct it, for any job referred to me by POA.**

As a professional, I pledge to **look *for* contamination**, not look for ways of not finding it on any POA-referred job.

As a professional, I pledge to disclose in writing, to a POA-referred homeowner, if any **restrictions have been placed on me by an insurer or other party involved and describe in writing any such restrictions.** (This includes but is not limited to the number of samples taken, areas evaluated for testing and/or remediation, requests involving policy provisions or coverage limits, requests to alter reports).

As a professional, I pledge to **provide the policyholder with a true and correct copy of the report** done on their home by me or my company and do so in a timely manner, if the POA-homeowner requests it.

As a professional, I pledge to **provide a true and correct scope of work to be performed and costs thereof**, regardless of policy limits or other restrictions, if any, for any job referred to me by POA.

As a professional, on POA-referred jobs, I pledge to **adhere to the most stringent published guidelines for assessment and remediation of mycotoxin-producing molds.** (It is understood that these guidelines, which may become mandates and at that time the mandates need only be followed, will change from time to time and it is critical that the companies we refer business to keep up with and practice the highest standards.)

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As a professional, I pledge to **stay within the areas of my expertise and training** and not venture out of that area(s) on jobs referred to me or my company by POA.

As a professional, I pledge to **utilize, if and when applicable, the services of an accredited laboratory or laboratory operating under a public university** for sample analysis for all POA referred jobs. .

As a professional, I pledge to **personally attend or send representatives of my company to attend, at a minimum, one professional conference per year** so that I am kept abreast of the latest science, products, and methods used that will impact my business.

It is understood that **POA receives no compensation for its referrals.**

It is understood that POA does not accept any memberships from anyone other than homeowners and their legal representatives and **I am hereby representing that I am not a member of POA.**

It is also understood that if more than two POA members have issued formal complaints to POA about my services and POA has reason to believe those complaints are legitimate, I (or my company) may be taken off of the POA referral list until further notice. POA will extend me (or my company) the opportunity to appeal the decision to halt referrals.

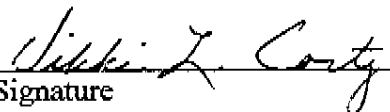
POA referrals are provided within a geographic area and the geographic region in which you operate must be provided.

The undersigned is duly authorized to enter into this pledge on behalf of the company named below:

Cortez Environmental Services, LLC  
Company

9-30-04  
Date

Vikki L. Cortez, CMC, Manager  
Name/Title

  
Signature

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Other:

1. Please provide a brief description of services performed: Initial mold screening & sampling to determine the presence of mold. In-depth investigations to determine extent of contamination. Consultation & design of remediation/mitigation plans. Remediation/mitigation services by our own trained professionals. Post-remediation validation.
2. Territory Covered:  
Indiana.
3. Telephone Number for POA Members To Call:  
(812) 696-2439 or 800-207-6283
4. Email Address: cortezenv2004@yahoo.com
5. Website (if applicable):  
Under construction.
6. Charge for Estimates (if applicable):  
No charge for remediation estimates, if CES has conducted the sampling.
7. Any Other Details:  
Our professional mold services team is led by Ms. Vikki Cortez. Ms. Cortez is a Certified Microbial Consultant (CMC), a Board-awarded designation issued by the American Indoor Air Quality Council. Ms. Cortez is the founder of CES, which has been providing professional, ethical, environmental consulting services for ten years.  
Ms. Cortez personally oversees mold investigations, sampling, remediation/mitigation plan development and remediation activities. CES does not subcontract any of these activities, with the exception of lab testing.  
CES is a member of the Central Indiana Better Business Bureau. Insured to conduct mold services.

Fax the filled out form and other information to: 888-648-8823. Thank you.

Melinda Ballard, Policyholders of America

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