

Professional Curriculum Vitae

John C. Robison

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To whom it may concern,

Please find the Professional Curriculum Vitae of Mr. John C. Robison.

Mr. Robison has over (40) forty years' experience within the Construction Industry and began his career in the areas of Insurance, Insurance Restoration, Building Consulting and Alternative Dispute Resolution in 1997. In 2005, Mr. Robison Founded The CSI Group, and has specialized in providing impartial, third party, support and dispute resolution to the Insurance and Construction Industries, as well as Individual Property Owners.

Mr. Robison is considered a Subject Matter Expert on Appraisal and is the Founder and Head Educator of the Appraiser & Umpire Certification Programs provided by The Property Loss Appraisal Network P.L.A.N., and to which over 800 industry professionals have been certified through this program since 2017.

Mr. Robison has also provided, and served, by both mutual acceptance and Court Appointments, as Appraiser, Umpire and Arbitrator on numerous large commercial and residential claims. Mr. Robison is also Registered with The Georgia Supreme Court Commission on Dispute Resolution as a Civil Mediator and Arbitrator. John has extensive experience resolving disputes via Arbitration clauses where the laws of non-domiciled states are applied, and has always completed these services with a positive, expeditious and amicable resolve.

Through his vast and well-versed resources of knowledge, experiences and expertise within the Disaster Restoration, Construction, and Insurance Industries; Mr. Robison has provided extensive commercial and residential sales, estimating, project management, and labor support on numerous multi-million-dollar projects. Mr. Robison has extensive experience with Xactimate estimating software and provides accurate cost estimations and damage evaluation reports for large commercial, industrial, multifamily losses as well as small residential claims.

With his personal demand for honesty and integrity, and his expectation of the same by others, combined with Mr. Robison's driving force to provide exceptional services, John has earned a strong respect within the industry as well as within his specialized field of services.

John holds numerous certifications and court recognitions and has performed numerous Appraisals and Umpire services. Throughout his career, Mr. Robison has been involved as both Appraiser, Umpire and as an Expert in the Alternative Dispute Resolution Process of numerous Insurance Claims Disputes involving both Property Losses, High End Contents & Personal Property Damages, Business Personal Property Damages, Loss of Use & Additional Living Expense Losses, Business Interruption, Co-Insurance Penalties, Depreciation and Diminution of Value Calculations ranging from \$2,500.00 to in excess of \$75,000,000.00. In the past 35 years in the Industry Mr. Robison has presided as Umpire on well over 1800 Appraisals, and Mr. Robison has performed the duties of Appraiser on well over 2500 Appraisals both for the Insurer's and The Insured's.

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**2014 - Present Property Loss Appraisal Network (P.L.A.N.) www.theplanonline.org
An Organization providing training and educational & certification programs to
Professional Insurance Loss Dispute Resolution Providers for the Continuation of
Education within in the industry.**

Mr. Robison is the Founder, Executive Director & Head Educator

- Providing numerous Training and Educational Programs and Seminars relating to Appraisal, Expert Witness and ADR solutions
- Currently providing Property Loss Appraiser and Property Loss Umpire Training and Certification Programs
- Provide courses that engage each student in interactive education, training, and certification programs.
- Present current issues affecting the Insurance Claims Industry.
- Promote fellowship from all professional sectors of the Insurance Claims Industry.
- Accredited with numerous Departments of Insurance and Departments of Financial Services as a provider of Continuing Education Credits to Adjusters and Public Adjusters.

**2005 – Present The CSI Group, LLC - Atlanta, GA
Consulting Services International / Catastrophe Solutions International
Mr. Robison is the President of National Operations / Chief Operating Officer**

- Job Costing / Cost Engineering / Budgeting
- Cost estimation for repairs of High-Rise Resorts / Condominiums, Retail Commercial and Industrial Facilities and Multi / Single Family Dwellings
- Compiling a complete on-site damage and repair assessment and cost estimation of repairs of catastrophic structural damages
- Directly assist Insurance Adjusters, Public Adjusters, Plaintiff & Defense Counsel, Property Owners and Contractors with Catastrophic Loss Assessments and Settlements while assuring that each estimate conforms to all applicable State, Local and National Code Requirements
- Audit Contractor, Carrier, and Policyholder estimates and material pricing in regard to each specific project and scrutinize the competency of their estimates.
- Disaster Restoration Emergency Services Coordination and Support
- Appraisals / Umpire Services / Arbitration and Mediation Services, Cost Consulting involving both Property Losses, High End Contents & Personal Property Damages, Business Personal Property Damages, Loss of Use & Additional Living Expense Losses, Business Interruption, Co-Insurance Penalties, Depreciation and Diminution of Value Calculations
- Expert Witness and Testimony

**2005 – 2006 Mr. Robison served as Freelance Construction Consultant & Freelance Contractor
throughout the Gulf Coast and Nationally while forming The CSI Group, LLC**

- Cost estimation for repairs of High-Rise Resorts / Condominiums, Retail Commercial and Industrial Facilities and Multi / Single Family Dwellings
- Compiling a complete on-site damage and repair assessment and cost estimation of repairs of catastrophic structural damages
- Directly assisted Insurance Adjusters as Building Consultant with catastrophe settlements assuring that each estimate conformed to all applicable State, Local and National Code Requirements
- Audit Contractor, Carrier, and Policyholder estimates and material pricing in regard to each specific project and scrutinize the competency of their estimates.
- Provide Appraisal and Umpire Services.

2004 – 2005 Instar Services Group - Nashville TN
Mr. Robison served as Project Manager / Estimator / Sales Coordinator

- Disaster Restoration Project Manager / Estimator (Commercial Losses)
- Job Costing / Cost Engineering / Budgeting
- Provide Appraisal and Umpire Services.

2003 – 2004 Full Circle Restoration - Duluth GA
Mr. Robison served as Project Manager / Estimator / Emergency Services Coordinator

- Disaster Restoration Project Manager / Estimator (Residential and Commercial Losses)
- Emergency Services Coordinator (Residential and Commercial Losses)

2000 – 2003 Winmark Homes - Suwanee, GA.
Mr. Robison served as the Senior Estimator

- Materials Take-Offs for “ground-up” construction of new homes
- Justifying Change Order requests and Variance Purchase Orders
- Identifying misuse of materials by Sub-Contractors
- Prepare all new home “Start-Ups.”
- Justifying Sub-Contractor quotes and invoices
- Directly assist Architects in the production of new product lines
- Assisted in bringing new home starts from 200 to over 600 per year.

1997 – 2000 EGP & Associates Inc. - Atlanta, GA.
Mr. Robison served as Construction Consultant / Cost Estimator

- Cost estimation for repairs of High-Rise Resorts / Condominiums, Retail Commercial and Industrial Facilities and Multi / Single Family Dwellings
- Compiling a complete on-site damage and repair assessment and cost estimation of repairs of catastrophic structural damages
- Directly assisted Insurance Adjusters with catastrophe settlements while assuring that each estimate conformed to all applicable State, Local and National Code Requirements
- Audit contractor estimates and material pricing in regard to each specific project and to scrutinize the competency of the contractors and their estimates.
- Provide Appraisal and Umpire Services.

1987-1997 JCR Enterprises (Inc.) / Living World Landscape Company –Atlanta, GA
Mr. Robison served as President / Chief Operating Officer

- Residential and Commercial Disaster Restoration and Remodeling
- Commercial Tennant Buildouts / Site lay-out
- Custom Residential Remodeling and Additions
- Residential and Commercial Landscape, Structural Hard-Scape, and Irrigation Design & Installation
- Employee and Client Relations
- Time and materials tracking and verification.
- Materials procurement
- Sub-contractor coordination
- Cost estimation

Affiliations and Certifications:

- **1982:** Dallas Texas Sheriff's Reserve
- **1989 - 1994:** Georgia Nurseryman's Association
- **2006 - 2008:** Southern Loss Association Atlanta Georgia Member
- **2007 - 2015:** Windstorm Insurance Network Member
- **2008 - 2015:** Windstorm Insurance Network Umpire / Advanced Umpire / Appraisal Certification
- **2010:** NFIP / FEMA Flood Adjuster Certification
- **2014 - 2023:** Property Loss Appraisal Network Certified Appraiser & Umpire
- **2015:** National Association of Certified Valuators and Analysts (NACVA)-
Expert Witness Bootcamp
- **2017 - 2023:** TWIA Umpire Register
- **2020 - 2023:** State of Louisiana Registered Appraiser
- **2021 - 2023:** IAUA Appraiser & Umpire Certification
- **2022:** Henning Mediation & Arbitration Certification Program
for State Registered Mediators & Arbitrators
- **2022 - 2023:** Georgia Supreme Court Commission on Dispute Resolution
Registered Civil Mediator and Arbitrator. ID No.: 6609-5059-5823-2064
- **2022:** Court Room Boot Camp For Expert Witnesses
- **2023:** Windstorm Insurance Network Member ~ WIND Appraiser & Umpire Re-Certification

Publications:

- Employee Procedure and Safety Procedure Manuals for various companies within the Construction Industry inclusive of ethical practices of sales and project management personnel.
- Author and teacher of a continuing education and certification curriculum and program for what is a nationally accepted and recognized educational program for the Appraisal and Dispute Resolution process of Insurance Appraisers and Umpires.
- Currently working on a curriculum for an Expert Witness Education Bootcamp
- As a Subject Matter Expert, Mr. Robison is currently writing a book for publication on the Appraisal Process

Mr. Robison's Court Appointments / Expert Testimony /Depositions:

- **October 2023**
United States District Court For The Middle District of Tennessee
Case No.: 3:22-cv-00265
 - Mr. Robison has been Court Appointed to preside as Umpire in an Insurance Appraisal Dispute of Property Damages.
- **August 2023**
United States District Court For The Northern District Of Georgia Atlanta Division
Civil Action File No.: 1:22-cv-03749-WRM (trial pending)
 - Mr. Robison has been engaged as a Testifying Expert Witness in an Insurance Dispute pertaining to Cost and Depreciation analyses of the structural damage to a commercial building in Dekalb County GA arising from a high wind event.
- **May 2023**
United States District Court, Western District of Louisiana
Case No.: 2:22-cv-00735-JDC-KK (trial pending)
 - Mr. Robison has been engaged as Testifying Expert Witness on the procedure of the appraisal process, and the conduct and behavior of the appraisal panel.
- **April 2023**
United States District Court, Eastern District of North Carolina Eastern Division
Case No.: 4:22-cv-00042-FL (trial pending)
 - Mr. Robison has been engaged as Testifying Expert Witness on the procedure of the appraisal process and the conduct and behavior of the appraisal panel.
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- **May 2022**
United States District Court For The District of South Carolina
Case No.: 6:21-cv-02678-DCC
 - Mr. Robison has been Court Appointed to preside as Umpire in an Insurance Appraisal Dispute of Property Damages.

- **September 2021**
United States District Court For The Northern District Of Georgia Atlanta Division
Civil Action No.: 1:21-cv-00693-AT (Pre Trial Settlement)
 - Mr. Robison has been engaged as Testifying Expert Witness in an Insurance Dispute pertaining to structural damages arising from a structural collapse of a commercial building.

- **September 2021**
United States District Court For The Northern District Of Georgia Atlanta Division
Civil Action No.: 1:18-cv-0565-AT
 - Mr. Robison has been engaged Fact Witness in an Insurance Dispute pertaining to structural damages arising from under slab broken water service lines to a residential property.

- **February 2021**
Superior Court of Mecklenburg County Charlotte NC,
File No.: 20-CvS-10734
 - Mr. Robison was Court Appointed to preside as Umpire in an appraisal arising from a reported \$400,000.00 insurance claim dispute.

- **September 2019 – December 2020**
 - Mr. Robison served as an Arbitrator on a \$75,000,000.00 South Florida Commercial, Hospitality and Multi Family Property Loss Dispute arising from Hurricane Irma.

- **August 2019**
State Court of Dekalb County, Civil Action
File No.: 18A71436
 - Mr. Robison was retained by Defense Counsel on a as an Expert in Water Intrusion and Water Trespass and the claimed and reported ensuing damages to Plaintiffs real property.

- **August 2017**
Circuit Court of Cook County, Illinois:
Case File No.: 17-CH-8122
 - Mr. Robison was Court appointed as Umpire on a Million Dollar Commercial Property Appraisal Dispute.

- **June 2017**
Magistrate Court of Cobb County, Marietta Georgia
Civil Action File No.: 17-J-03161
 - Mr. Robison was accepted and entered into the courts by the presiding Judge as an Expert in Water Damages and Water Trespass providing Expert Testimony for the Plaintiff on a water intrusion and trespass lawsuit and the claimed and reported ensuing damages to Plaintiffs real property.

- **February 2016**
Magistrate Court of Cobb County, Marietta Georgia
Civil Action File No.: 15-J-09849
 - Mr. Robison provided Expert Testimony and established a pretrial mediation agreement between the Plaintiff and Defendant in a case that revolved around misrepresentation of known pre-existing damages on the Sellers Disclosure of a Real Estate transaction.

- **December 2015**
United States District Court For The Northern District of Georgia Atlanta Division
Case No.: 1:14-CV-03906-ODE.
 - Mr. Robison was hired as an Expert Witness in a dispute between a property owner and Restoration Contractor arising from the performance and quality of work of the contractor to the property owner's residence from a claimed insurance loss.

- **October 2015**
United States District Court
Case No. 1:15-CV-02110-ELR
 - Mr. Robison was hired as Expert Witness in an Insurance Dispute pertaining to structural damages arising from an Atlanta Area Tornado of 2013.
- **November 2014**
 - Mr. Robison was appointed as Umpire on a Court Ordered and Monitored pre “Bad Faith” trial Appraisal on a \$2,000,000.00 commercial fire loss in Columbia South Carolina.
- **2011 - 2013**
 - Mr. Robison provided Expert Witness and Litigation Support in Million Dollar (+) “Property Owner/ Insured v Contractor and Carrier” Liability and Bad Faith litigation from the Atlanta Floods of 2009.
- **March 2011**
United States District Court For the Southern District of Texas, Brownsville TX
 - Mr. Robison provided Expert Testimony and Pretrial Assistance in \$1,000,000.00 Contractor / Property Owner Lawsuit
- **March 2010**
Superior Court of Galveston County Texas
 - Mr. Robison provided Expert Testimony and Pretrial Assistance in \$20,000,000.00 Contractor / Property Owner Lawsuit
- **December 2009**
Superior Court of Fulton County Georgia
 - Mr. Robison was Court appointed as Umpire in a \$250,000.00 Residential Appraisal
- **July 2009**
 - Mr. Robison Provided Expert Witness and Litigation Support on Million Dollar (+) Appraisal from Hurricane Ike.
- **December 2008**
 - Mr. Robison Assisted on a Mississippi Government Facility with roofing repair issues. Mr. Robison’s participation in this matter was to comprise a list of deficiencies and re construction defects as directed by the Prime Contractor against the Subcontractor, create an outline of interrogatories, deposition questions and participate as an umpire between the Prime Contractor, Subcontractor and the Prevailing Jurisdiction prior to mediation and or Court Proceedings.
- **August 2008**
 - Mr. Robison Assisted Subcontractor in Louisiana who had performed work for a General Contractor and had not been compensated per their contract. Mr. Robison’s participation in this matter was to comprise a list of deficiencies and re construction defects as directed by the General Contractor against the Subcontractor, Mr. Robison further created an outline of interrogatories, deposition questions and participated as an umpire between the General Contractor and Subcontractor prior to mediation and Court Proceedings.
- **June 2007 – October 2012**
 - Mr. Robison was involved in the assistance of several Subcontractors in a Lawsuit against a New Orleans General Contractor for nonpayment of work performed as a result of Hurricane Katrina.
- **April 2007**
 - Deposition given regarding damage assessment to property located in Terry Town, LA. Mr. Robison provided testimony disputing the claims of the Contractor, Architect and Engineer regarding the actual damages and costs of repairs.
- **January 2007**
 - Pre-Trial Consultant for case involving Homeowners Association dispute against home construction regarding retaining walls and drainage issues and pricing comparisons between 2004 construction costs and 2007 construction costs.

Major National Catastrophic Events Worked by Mr. Robison

Along with numerous other structure fires, tropical storms, tornados, floods, and hail events across the country Mr. Robison has worked the following major catastrophic events.

Hurricane Floyd	Atlanta City, Tornado	Hurricane Dorian
Hurricane Charlie	Nashville Flood	The Midwest Derecho
Hurricane Jeanne	Ringgold GA, Tornado	Nashville TN Tornado
Hurricane Ivan	Hurricane Sandy	Hurricane Laura
Hurricane Wilma	Moore Oklahoma, Tornado	Hurricane Sally
Hurricane Katrina	Hurricane Harvey	Hurricane Zeta
Hurricane Dolly	Hurricane Irma	Newnan GA Tornado
Hurricane Ike	Hurricane Maria	Hurricane Ida
Hurricane Irene	Hurricane Michael	Hurricane Ian
Atlanta Floods	Dayton Ohio Tornados	

Types Of Buildings, Structures, And Facilities in Which Mr. Robison Has Loss Dispute Experience.

Airport Terminals & Hangars	Food Processing Plants	Paper Mills
Amusement Parks	Gas Stations	Plastic Plants
Apartment Complexes	Golf Courses	Pre-Engineered Buildings
Auditoriums	Grocery Stores	Printing Companies
Auto Dealerships	Government Buildings	Propagation Facilities
Banks	Historical Buildings	Race Tracks
Building Material Suppliers	High Rise Office Buildings	Recording Studios
Carpet Mills	Hospitals / Medical Facilities	Recycling Plants
Casinos	Hotels	Research Facilities
Chemical Plants	Industrial Facilities	Residential
Churches	Jewelry Stores	(Single And Multi-Family)
Condominiums	Law Enforcement Facilities	Resorts
Convention Centers	Libraries	Restaurants / Night Clubs
Country Clubs	Malls	Retail Facilities
Courthouses	Manufacturing Facilities	Retirement Homes
Data Processing Centers	Marinas And Docks	Shipping Ports
Distribution Facilities	Metal Buildings	Shopping Centers
Educational Facilities	Nursing Homes	Townhomes
Fertilizer Plants	Office Parks	TV / Radio Stations

During Hurricane’s Katrina and Ike, Mr. Robison and The CSI Group provided Loss Consulting Services on numerous Municipalities and School Districts including but not limited to Calcasieu Parrish, The Lake Charles Municipal Airport and Historic Court House, the Port Arthur Independent School District, and the Memorial Hospital at Gulfport.

Education: 1979 – 1981 Harper College, Palatine IL,

- Business Management /Business Law / Spanish / Construction Management / Forensic Science

Additional Qualifications and Achievements:

- Fluent in Spanish
- Mr. Robison is a Christian Faith Based Ordained Minister able to perform Marriages and Funerals.
- John is Happily Married to his Bride Cathy of 31 years and has two sons John and James that have both Graduated College.

Currency And Speaking Engagements

- Mr. Robison was co-presenter at the Irwin & Associates Claims Training Symposium on Business Interruption in the Appraisal Process held in Slidell Louisiana.
- Mr. Robison was guest speaker on the Appraisal Process at the Level Up Claims Summit held in New Orleans Louisiana.
- Mr. Robison has achieved the status of Registered Civil Mediator & Arbitrator for the State of Georgia and is now working to achieve the same registration in both Florida and Tennessee.
- Mr. Robison was a guest speaker on Appraisals at the 2018 NACA (National Association of Catastrophe Adjusters) Conference in Las Vegas, and again for the 2019 NACA conference providing an 8-hour Appraisal Education & Certification course to over 100 Insurance Adjusters.
- Mr. Robison is an accredited CE Provider for the education and certification of Appraisers and Umpires Through both the Alabama, Arizona, Colorado, Florida, Georgia, Illinois, Indiana, Kentucky, Louisiana, Mississippi, North Carolina, Oklahoma, Pennsylvania, Tennessee, Texas, Utah and Virginia Departments Of Insurance and is currently completing the requirements to achieve Instructor / Provider Status for (CE) Continuing Education programs in all states requiring CE Credits for Adjusters, Public Adjusters, Insurance Agents and Various other Industry Professional Designations.
- Mr. Robison launched the National Education and Certification Programs through his founded Organization The Property Loss Appraisal Network ~ P.L.A.N.
“The Do’s and Don’ts of The Property Loss Appraisal Process” ~ Property Loss Appraiser Certification
“Sharpen The Pencil & Not The Sword” ~ Property Loss Umpire Certification.

References and Additional Information for Mr. Robison:

- Additional professional employment experience current and past certifications and references available upon request. Should you require further information concerning the credentials of Mr. Robison, please feel free to contact him at any time.