PROGRESSIVE
ASSOCIATION MANAGEMENT

Dear Homeowner,

We are pleased to announce that your Board of Directors has selected Progressive Association Management as your new association management company. We look forward to providing professional management services and serving the needs of your community. Please note the following:

- Depending on the issue at hand, please use the following contacts so your question reaches the right department:
- If you have an emergency situation posing an immediate risk to health, life, or property, please call **911**.
- For questions about dues, balances, or homeowner payments, please email **receivables@progressive-am.com** or call our main office during business hours at **1-800-665-2149**.
- For a collections question, please email Charles Wong, Senior Collections Agent, at **cwong@progressive-am.com**.
- To order escrow documents or questionnaires for a sale or refinance, please visit **homewisedocs.com**.
- If you see a broken sprinkler, missing light fixture, inoperable gate, or any other maintenance issue, please submit a maintenance request to **support@progressive-am.com** so we can create a work order.
- If something cannot wait outside office hours — flooding, fire, a gas leak, or a security gate stuck open — please call our after-hours emergency line at **(714) 394-3335**.
- We will be responsible for enforcing the rules and regulations of your community. If you feel a homeowner or guest is violating the community rules, please contact us.
- You can pay online any time through the Community Portal, set up automatic monthly payments with our Owner ACH Form, or mail a check. All checks can be made payable to:

[Community Name] HOA
c/o Progressive Association Management
PO Box 610607
San Jose, CA 95161

It is not by accident that our company name includes the word “Progressive.” We constantly look for new technologies and tools to make the management process easier for our clients. Our job is to take care of any issues in your community efficiently and respond to any concerns you may have promptly.

We look forward to being an integral part of your community!

Sincerely,

Scott P. Brady
CEO
Progressive Association Management
scott@progressive-am.com

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Progressive Association Management is pleased to announce the arrival of your Community Portal.

Great news! Your association will be managed by Progressive Association Management. Part of our services is to provide an individual online portal to all homeowners. In the Community Portal you can access your account information, forms, and other information that pertains to your community. You can view your account balance and history, monthly assessment amount, and ACH information (if applicable), pay your dues online, set up automatic payments, update your mailing address, and find architectural, compliance, and meeting information.

Please cancel any automatic payments that you may have with the current management company and update the mailing address for online banking (bill pay). If you have a balance forward from the current management company, this information will be updated within a few days after the transition date.

To access your online account, please go to **progressiveam.cincconnect.com** in your web browser (or choose "Client Portal" at progressive-am.com) and enter your account number and password.

The Community Portal will be live 7 days before the first date of management.

Thank you for your patience as we work to get the portal up and running. If you have any questions regarding portal access, please call us at **1-800-665-2149**.

Sincerely,

Progressive Association Management
Customer Care Team
support@progressive-am.com

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Get to Know Your Community Management Company

Progressive Association Management is the sister company to Progressive Property Management, Inc. Both are 100% owned by Scott P. Brady. Progressive Property Management, Inc. manages over 1,000 residential properties, and Progressive Association Management manages over 200 associations and more than 15,000 owners across Los Angeles, Orange, Riverside, San Bernardino, and San Diego counties.

Scott has been a real estate broker since 1997. He earned his BA in Comparative Literature (German, Latin & English) from the University of California, Berkeley and his MBA from Cal State Fullerton. He has served as a Director of the California Association of Realtors (CAR) since 2011, was President of Pacific West Realtors (PWR) in 2011/2012, has served as President of the NARPM Long Beach Chapter, and has been a featured speaker at the NARPM National Conference.

Progressive exists to set a higher standard of excellence in the association management industry. Every Community Manager is CCAM-certified through CACM and licensed with the California DRE, and each one is capped at 10 communities or 1,000 owners, whichever comes first — backed by full back-office support. That cap is what lets us put our service guarantees in writing, and it is why Progressive is one of the fastest organically growing association management firms in California.

Scott P. Brady	CEO	scott@progressive-am.com
Michael Montgomery	Director of Operations	michael@progressive-am.com
Kayla Ramirez	Director of Accounts Receivable	receivables@progressive-am.com
Charles Wong	Senior Collections Agent	cwong@progressive-am.com
Maintenance requests		support@progressive-am.com
Escrow documents		homewisedocs.com
After-hours emergency		(714) 394-3335

We look forward to serving your community and being responsive to your needs.