

FROM KIM JUDA, President and Managing Partner

CORONAVIRUS UPDATE

NOTICE TO OWNERS WHO CURRENTLY PAY THEIR MAINTENANCE WITH THEIR PERSONAL CHECKS AND ARE MAILING IN THEIR PAYMENTS

In direct response to the threats of this pandemic, to better service our Associations in midst of these troubling times, Carol Eskew and I have decided to bear a portion of the processing costs for the owners by reducing our on-line e-check current fee of \$10. Therefore, until further notice, JUDA ESKEW is reducing the on-line e-check payment option convenience fee from \$10 to \$5. We hope this will provide the owners a more affordable, easier option to make their payments using their checking accounts.

To pay on-line with e-check (**a convenience fee will apply at \$5**) go to www.homeownercpa.solutions and login (if you have previously set up your account) or setup your account under **Owner Login**.

In addition, as a reminder for no cost, you can set up your account on EFT, to be paid automatically. There is a form to use included in your coupon books or you can request a form by calling 954 577-9848

or email customerservice@homeownercpa.solutions

Additional information in reference to Juda Eskew policies as working through the pandemic is posted on our website www.homeownercpa.solutions, and will be periodically updated as we monitor the situation.

Juda, Eskew & Associates and staff are hoping all of you remain safe and remain in support of your Community.

FROM KIM JUDA, President and Managing Partner

CORONAVIRUS CONCERNS

We hope you and your loved ones are safe as the COVID-19 situation is escalating. Here at Juda, Eskew as always, the safety of our clients and employees has been and will always be our first priority. As a critical part of the successful operation of your Association, we understand that limiting any impact this health event could have on our service to our Associations is imperative. We are focused on providing a safe work environment and to sustaining our business operation to remain functional.

In direct response to the threats of this pandemic, we have given careful consideration and modified our Business Resiliency Plan to allow for continued operations. We are also working closely with the banks to allow for their continued support.

As of now, our office remains open for regular business hours, with heightened monitoring and precautions for all our employees and clients. Our employees have been supplied and instructed to follow an enhanced safety protocol of increased handwashing, use of protective gloves and ongoing sanitation of surfaces, minimal physical contact and staying home if they feel unwell.

In addition, we have hired Servpro of Ft Lauderdale South to professionally sanitize our office after hours 3 days a week.

Until further notice we are cancelling any meetings to be held in our office and no one from our office will be attending any meetings or visiting clients outside the office.

Furthermore, we are implementing a social spacing policy and will not be allowing homeowners to enter our office to make their payments, or others to enter for deliveries. We will have a box outside of the main entrance which they may use to drop off their payments or deliveries. In addition, we will not be personally reviewing anyone's account with them. Any deliveries are to be pre-arranged, whereby any packages will be exchanged outside of the office. If a homeowner needs assistance, they can call customer service 954 577-9848 or email customerservice@homeownercpa.solutions. There will be a sign on the door indicating this.

For the time being, our courier service will continue. The courier has been provided protective gloves to be used for all deliveries.

In addition, in the event we are required to close the office, we are prepared to operate remotely. We have proactively increased our resources to enable our critical employees to work remotely indefinitely in the event we cannot work from our Plantation headquarters.

We will continue to monitor the information provided by the CDC and update as needed. Updates will be posted on our website www.homeownercpa.solutions.

Juda, Eskew is committed to providing unwavering support to our Associations and will use every effort to deliver uninterrupted essential services.