

SERVICES Q&A

| QUESTION | AEGIS | MGMT CO 2 | MGMT CO 3 |
|--|-------------|-----------|-----------|
| COMMUNICATION | | | |
| Does the Company offer an advanced interactive website? | Yes | | |
| If so, are there extra charges for hosting or updating? | No | | |
| Does the website include surveys, owner access, event calendars, and webforms? | Yes | | |
| Does the Company manage proactive email communications? | Yes | | |
| If so, are there extra charges? | No | | |
| Does the Company maintain an after-hours emergency contact system? | Yes | | |
| COMPANY STRUCTURE | | | |
| Is the management company locally owned and operated? | Yes | | |
| Have the principals of the Company earned industry designations? | Yes | | |
| If so, which designations? | AMS/PCAM | | |
| Is the Company bonded for employee fidelity? | Yes | | |
| If so, how much insurance is in place? | \$1,000,000 | | |
| Is the Company insured for General Liability? | Yes | | |
| Is the Company insured for Errors and Omissions/Professional Liability? | Yes | | |
| Is the Company insured for Workmans Compensation? | Yes | | |
| Is the Company insured for non-owned automobile coverage? | Yes | | |
| Does the Company offer competitive benefits to its employees? | Yes | | |
| Health and dental? | Yes | | |
| Life insurance? | Yes | | |
| Paid vacation leave? | Yes | | |
| Sick and personal days? | Yes | | |
| Does the Company belong to any industry or business organizations? | Yes | | |
| Community Associations Institute? | Yes | | |
| Better Business Bureau? | Yes | | |
| Is the Company affiliated with any developer or vendor? | No | | |

| QUESTION | AEGIS | MGMT CO 2 | MGMT CO 3 |
|---|--------------------|-----------|-----------|
| Has the Company provided a list of professional references? | Yes | | |
| Are the Company's principals available to the Board? If so, how many associations does the Company currently manage? | Yes | | |
| Is community association management the sole focus of the Company? | Yes | | |
| What is the termination clause for the management contract? | 60 days no cause | | |
| COMMUNITY MANAGER | | | |
| Is the Manager equipped with a mobile real time violation reporting system? | Yes | | |
| Is the Manager equipped with mobile email device? | Yes | | |
| Does the Manager possess advanced industry accreditations or designations? | Yes | | |
| STAFFING | | | |
| Does the Company have a specialized closings department? | Yes | | |
| Accounting department? | Yes | | |
| Collections department? | Yes | | |
| Does the Company employ a Certified Public Accountant on staff? | Yes | | |
| SERVICES | | | |
| Does the Company manage architectural submissions? | Yes | | |
| If so, is there an extra charge? | No | | |
| If so, are the records of these submittals processed and stored electronically? | Yes | | |
| Does the Company handle all closing and resale disclosures? | Yes | | |
| If so, is there an extra charge to the Association? | No | | |
| Are there set-up or transition fees for boarding new community clients? | No | | |
| Does the Company offer electronic payment options for owners? | Yes | | |
| Electronic check? | Yes | | |
| Automated Federal Clearinghouse? | Yes | | |
| Credit Cards? | Yes | | |
| Bank Lockbox? | Yes | | |
| Does the Company maintain the official records in an indexed electronic format? | Yes | | |
| How does the Company track Association insurance coverage? | Electronically | | |