



Dear Friends,

As we continue to monitor developments regarding the coronavirus, we recognize that some of our customers may be negatively affected by impacts of this global outbreak. As always, our focus is the safety and well-being of our customers, employees and the communities we serve, and our thoughts are with those who have been impacted. To that end, we are taking the necessary steps to avoid potential disruptions of service to our customers.

Should you, encounter hardship as a result of the coronavirus, please call your physician immediately, and let us know so we can address any issue at your property. We will continue to monitor the situation to determine potential extension or expansion of available assistance, and we will continue to communicate these decisions with you.

We also strongly recommend that you leverage all of the available tools and resources for self-service access through our online and voice services. Through these channels, you can let us know of any emergencies, check account balance, and pay assessments. We are also asking that you put off any non-essential work orders.

We have contingency plans in place that are designed to prevent any service disruptions due to coronavirus impacts, as we do for any number of scenarios. These include remote access capabilities, alternate work locations for employees and continuity plans for critical operations.

Further, out of an abundance of caution, and as part of our ongoing efforts to protect the health of our employees and customers from the potential impacts of the coronavirus, we are eliminating all non-essential work at the properties and physical meetings. We will continue to share health and wellness information, including prevention tips from the Center for Disease Control, with employees.

To help eliminate the possible spread of any contaminate, we are eliminating the mailing of statements. The paperless direction is common now to many industries as a green initiative to minimize global



paper use impact, as well as the obvious handling of statements by many parties. This is in addition to myriad USPS service/delivery issues throughout Chicago.

Attached is an Automatic Debit Authorization Form (ACH) that will allow you to easily pay your assessments. If you have not previously set this up, please fill it out, attach a voided check and scan/email, fax or send to our office. This is the easiest and safest way to pay your assessment. By signing up for auto-debiting of your monthly assessment, each month between the 5th-7th business day the funds are automatically transferred into your Association's account and you don't have to do anything. You can also review your account by adopting an electronic email delivery. Simply register at: <https://tbg.cincweb.com/> and you can view your balance.

While it is impossible for anyone to predict the spread of the coronavirus and fully understand its impact, it does not alter our focus on continuing to serve you. We have the people, technology, products, services and tools to do just that.

Sincerely,

Jim Stoller

President | CEO

direct: 312.564.5900

The Building Group, Inc.

1221 North LaSalle Street

Chicago, Illinois 60610