

Dear Board Members/Owners,

In order to continue servicing you and meeting our contract obligations and at the same time meet the governor's lock down order and protect my people from contracting the virus I will be adjusting our work hours and make some changes in our management procedures.

From now till April 1, 2020 we will be open from 8:00AM till 12:00 noon six days a week (Mondays thru Saturdays). During those times we will be fully staffed and your property managers will be either here in the office or on call. Accounting department will also be fully staffed and available to answer phone calls or emails. Payments will be received at the front office with only one accounting department person doing a receipt or assisting at a time and at a distance of six (6') feet. We ask that you do not go to the back portions of the office or upstairs during this time. Please pay checks whenever possible and I encourage everyone to use our drop box located below the lower left window of our office. If you need/want a receipt just indicate so on the payment and we can email it to you (please write your email address). Another option for you to consider is to pay on line. You can email our office accounting department at Century21acctg@guamproperties.com to get the information on how to do this.

I have also asked my property managers to avoid going out to sites unless it is absolutely necessary. Repairs will be done via phones with contractors and use of the onsite managers or people if available.

I also must ask that because of this shut down that any signature needed be done by the signor be done by them coming to our office rather than our staff having to track down the signatories since many of their offices are closed. If this is a problem for you please let me know so we can try to work something out. This also protects you , your family and staff from interacting with my people.

Because of the banks allowing drive- thru only our runner who normally runs signatories or deliveries will not be available because he is now spending all his time depositing at the banks.

Our hours will be changed on April 1 due to the expected high volumes of payments but our basic procedures will remain till April 13th (as per the Governors lock down order). -

I hope you understand and agree with this. I will keep you posted on any changes.

Stay Safe. We are trying to do our best.

Chris

Christopher K. Felix CPM, CIPS, CCIM
President & Principal Broker

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