

November 30, 2021

Dear Valued Client,

I hope this communication finds you well and you were able to enjoy a wonderful Thanksgiving with family and friends.

As we prepare to close 2021, attached you will find our updated Exhibit A for 2022. As your management company, please know that we work very hard to keep all costs down while still providing the best service to your association. Our management agreement defines two types of compensation for our firm. The first is the base management fee, which covers the routine and recurring services provided by our staff. The second type of compensation is the fees that are charged as specified in Exhibit A for services that are either optional or vary from month to month. These fees cover reimbursable administrative items, such as copies, postage and services that are not included in the base management fee. The benefit to your association is that you only pay for the services or items used for your association. I am happy to report, our increases for 2022 are minimal. Please note: if your signed contract states "included" for any particular line item in Exhibit A, there is no change.

I would like to close by thanking you for your continued confidence in N.N. Jaeschke, Inc. as we work together to serve your community. If you have any questions, please feel free to contact me by phone at 858-795-7078 or by email at fhidalgo@nnj.com.

at your service,



Fran Hidalgo, CCAM[®], CMCA[®], AMS[®]
Executive Vice President

Exhibit A

Itemized Charges for Periodic Routine Services

Effective 1/1/2021

| Agreement Services | Charge |
|--|-----------------------|
| After hours answering service | Included in Agreement |
| Records storage hard copy (current & prior year) | Included in Agreement |
| Direct debit program (for assessments) | Included in Agreement |
| Processing of assessment payments | Included in Agreement |
| Homeowner AssociaAdvantage access | Included in Agreement |
| TownSq Homeowner Access Portal | Included in Agreement |
| TownSq Board Access Portal | Included in Agreement |
| NNJ conference room use 8:00 am to 4:30 pm | Included in Agreement |
| Board education/seminars (group) | Included in Agreement |

| Accounting | Charge |
|---|--|
| Monthly Homeowner statements | \$2.25 per statement; \$1.40 per e-statement |
| Coupon Booklets | \$12.00 per booklet |
| Annual audit assistance (2-hour minimum) | \$130.00 per hour |
| 1099 annual processing | \$25.00 per entity |
| Vendor payments/Accounts Payable processing through Strongroom | \$1.00 per payment |
| Emergency payments (issued outside normal check runs) | \$30.00 per payment |
| Manual operating check signatures – <i>only applies for those Associations not using Strongroom</i> | \$200.00 per month |

| Delinquent Account Processing | Charge |
|--|----------------------|
| Delinquent reminder letter (including envelopes) | \$15.00 per notice |
| Delinquent account transfer & monitoring | \$125.00 per account |
| Returned check processing | \$35.00 per check |

| Administration | Charge |
|---|--|
| Materials: | |
| Name and address labels (approx. 30 labels per page) | \$2.00 per page |
| Envelopes | \$0.25 per regular; \$1.00 per large |
| Printing/reproduction (copies/faxes/scanning) | \$0.25 per page – black & white; \$1.00 per page – color |
| Phone calls (outgoing from our office on Associations behalf) | Actual costs |
| Board Packet hard copy (when requested) | \$10.00 each |
| Annual office supply fee (onsite offices NA) | \$2.50 per unit, per year |
| NNJ conference room use after 4:30 pm (2-hour minimum) | \$25.00 per hour |
| Notary Services | \$15.00 per page |
| Archive record storage | \$5.00 per box per month |
| DMV record search | \$25.00 per vehicle |
| Overnight delivery (when requested) | Actual cost + 20% |
| Title search | \$125.00 per search |
| Secretary of State/Bank Signature Cards/Insurance Claims | Administrative staff per hourly rate |
| Postage costs | Billed at 1 st class postal rates +20% |
| Electronic document storage* | \$15.00/\$35.00/\$45.00 per month |
| Client offboarding | \$3.00 per unit |

| Agent's Personnel (special projects or attendance not covered by management agreement scope of service) | Charge |
|---|-------------------|
| Senior Staff (President, EVP, VP) | \$210.00 per hour |
| Division Director | \$130.00 per hour |
| Community Manager | \$90.00 per hour |

| | |
|---|------------------------------|
| IT Staff | \$75.00 per hour |
| Administrative Staff (including entry system programming) | \$50.00 per hour |
| Requested weekend meeting attendance | 2x above listed hourly rates |

| Payroll & Benefits Administration | Charge |
|---|---|
| Association employees payroll & benefits administration | \$400.00 monthly minimum – first 25 employees |
| Association employees payroll & benefit set-up | \$25.00 per employee |
| Wage garnishment processing | \$10.00 per employee |
| Agent's on-site personnel | Actual payroll + burden |

| Architectural Administration and Non-Compliance | Charge |
|---|--|
| Application processing | \$25.00 per application |
| Non-Compliance notification processing | \$6.00 per notification letter over 10% of total units |

| Newsletter Services | Charge |
|--------------------------------------|---|
| Newsletter layout (print ready file) | \$100.00, plus \$10 per page over (2) pages |

| Website Services | Charge |
|---|--|
| Monthly charge | \$50.00 |
| Basic set-up fee | \$100.00 |
| Domain name transfer and basic set-up fee | \$200.00 |
| New domain name and basic set-up fee | \$200.00 plus cost of domain name registration |

| Special Services | Charge |
|--|---|
| Customized education & training programs: Board organization/long range planning Employee training/owner orientation | Fee to be quoted |
| VOLO Village (a community messaging system - formerly Homeowner Link Elite) | \$2.50 per unit/per year |
| Loan administration fee | .25% of loan value up to \$2,500.00 maximum |
| Contract Administration Services for non-recurring project contracts that exceed \$20,000 | 10% of contract price including change orders |
| Document gathering for FHA or VA application | \$250.00 - <i>NOTE: This fee is waived when Associa FHA Assist is hired to process the application.</i> |
| Covenant Compliance Inspection (CCI) | \$180.00 |
| Assistance to Legal Counsel | Based on hourly rate of Agent's Personnel providing service |

*Electronic document storage fees based on size of community:

| | |
|------------------|-------------------|
| Under 100 units | \$15.00 per month |
| 100 – 200 units | \$30.00 per month |
| 201 units and up | \$45.00 per month |

Additional services are provided as may become available at the prevailing rate or as mandated by law. All fees listed on this Exhibit A are subject to reasonable change, from time to time, without prior notice. However, Agent may provide a courtesy notification via regular mail, facsimile or e-mail to the Board President or the Liaison.

Exhibit B

Advanced Technology Group
ARC Committee Manager by Smartwebs
Associa
Associa Access
Associa Abstract Services, Inc.
Associa Advantage, Inc.
Associa Community Websites (ACW)
Associa Client Shared Services Center, Inc.
Associa Community Watch
Associa Developer Services, Inc.
Associa Direct Connect
Associa Digital Services, Inc.
Associa FHA Assist
Associa Green
Associa Living
Associa OnCall
Associa Power
Associa Reserve Studies
Associa Supports Kids
Associa Title
Associa Times
Associations Insurance Agency, Inc.
Associerge
411HOA Inc, dba Management Resource Center
Avid Xchange, Inc.
City National Bank
Comdata
Community Archives, Inc.
Equity Experts
First Associations Bank
First National Bank of Kemp
HOA Collection Services, Inc.
Lincoln Hancock Restoration, LLC
Mutual of Omaha Bank
New First Bank
Optimal Outsource, Inc.
Pacific Premier Bank
PayLease
Platinum Title Services, LLC
Refuse Specialists
TownSq
Union Bank
Urjanet
VOLO Village
Vote HOA Now

*Other entities as periodically may be disclosed through amendment of the Agreement or as published on Agent's website.