



Douglas Elliman EST. 1911
PROPERTY MANAGEMENT

3/24/2020

Dear Resident/Tenant,

As the managing agent for your property, we have been proactively monitoring the evolving status of Coronavirus Disease 2019 (COVID-19). As you are aware, your building depends on the receipt of your monthly payment to meet its monthly operating expenses. Chief among these obligations is payroll and benefits for the building service employees and the payment of utilities.

All businesses whether they have been deemed essential or not are affected by what is happening. The processing of physical checks takes longer than electronic payments. As this crisis escalates, we are concerned that the processing time will increase. For this reason, we are encouraging residents who pay by check to sign up for ClickPay. Paying electronically is fast and is less dependent on what we can anticipate will be a shrinking workforce (banks, post offices etc.). We believe this is a prudent measure to keep our building's operations running as smoothly as possible.

We strongly encourage you to sign up with ClickPay in order to avoid any possible payment delays. To get started, you may visit the web address below and create your ClickPay profile by following the instructions or you may call ClickPay at **1-800-533-7901** and they will assist in the setup process.

www.ClickPay.com/EllimanPM

1. Click **Register** and then create your online profile with ClickPay.
2. **Connect Your Unit** using your 8 digit account number that can be found on your monthly statement.
3. Set up **Automatic Payments** or click **Pay Now** to make one-time payments.

For further assistance with help with your account or setting up payments online, please use one of the following:

- Click Pay's support center at www.ClickPay.com/Help or call 800-533-7901.
- Contact the AR Rep on your monthly statement or your site office, if applicable.
- Send an email to AR@ellimanpm.com for additional assistance – please reference the property in the email.
- Visit our website at www.ellimanpm.com and click on Make a Payment.

Please note that fees may apply to payments made online via credit / debit card.

Thank you for your attention to this matter,

Douglas Elliman Property Management