

Banking & Payment Update

Dear Valued Homeowners,

We hope this letter finds you well. As part of our ongoing efforts to improve our services, we would like to bring to your attention an important update regarding the mailing location for your monthly checks.

Effective from **August 1, 2023**, kindly note that the mailing location for your checks has been changed. Please make a note of the new address:

**Pacific Western Bank
C/O Personalized Property Management
P.O. Box 512835
Los Angeles, CA 90051**

Payments sent to the old lockbox location will be forwarded overnight for the next 90 days.

Owners have three months to update their payments before checks will be returned to the sender. If you are currently using your bank's online bill pay feature to send us your payments, we highly recommend that you take a moment to delete the existing payee and create a new one with the updated mailing address. Be sure to include your new (as of 8.1.22) account number or your payment will not be processed.

Why is this important? Setting up a new payee with the new address will likely convert your payment into an electronic transaction, expediting the payment process and reducing the potential for delays or lost checks. We understand the value of your time and want to provide the most convenient and efficient payment methods possible.

However, please be assured that if you do not create a new payee with the updated address, your payment will still be sent via mail as a traditional check.

- If you have questions or need assistance with your Bank's online bill pay, please contact your banking institution.
- If you have questions or need assistance regarding other banking or lockbox questions, please call [888-705-0600](tel:888-705-0600)

We sincerely appreciate your cooperation and understanding during this transition. Your continued support allows us to provide the best services possible for our valued homeowners.

Thank you for being a part of our community, and we look forward to serving you for many years to come.

Sincerely,

Richard Warfield
President
Personalized Property Management