

SUDLER Property Management AAMC® AMO®

Managing fine properties throughout Chicago since 1927

February 22, 2010

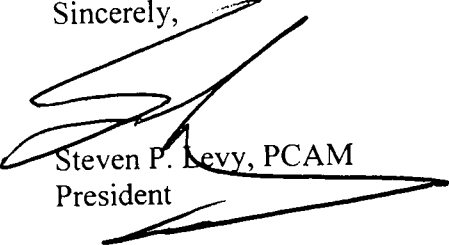
Dear Valued Client:

Sudler Property Management is constantly trying to find ways to offer you more choices. In addition to paying your assessment by check, for many years we have provided our clients with the opportunity to participate in our automatic debit program; SNAPP – Sudler's No-check Automatic Payment Plan.

We now have a new program that will give you the option of making a direct payment from your bank account or paying by credit card. The simple instructions for all payment methods are shown on the other side of this page, along with the cost for each and the timeframe for payment to be credited to your account. For further questions about any of these options, please contact your onsite Property Manager or Account Supervisor.

We continue our efforts to provide the best possible property management services for your association.

Sincerely,



Steven P. Levy, PCAM
President

We Promise. We Deliver.

<u>Payment option</u>	<u>How it works</u>	<u>Cost to you**</u>	<u>Timeframe**</u>	<u>Maximum amount</u>
Mail to the lockbox	Receive billing statement in the mail. Write a check and mail it to the lockbox address.	Postage stamp	Approximately one week, depending on mail delivery	Unlimited
Enroll in SNAPP	Sign up. (See your property manager for details.) Your bank account is debited automatically each month.	No charge	Automatic debit on or about the fifth day of each month	Unlimited
Direct payment*	Log onto the Sudler@Home service [see below]. Choose "Pay Online" from the left-hand menu. Confirm or change the amount of your payment. Choose "eCheck" from the list of payment options. Provide your bank account info for each one-time payment.	\$2.00 (for three days; or \$7.95 for one day)	One-business-day or three-business-day turnaround, whichever you choose	\$2000
Credit-card payment*	Log onto the Sudler@Home service [see below]. Choose "Pay Online" from the left-hand menu. Confirm or change the amount of your payment. Choose the credit card you want to charge. Provide your credit card info for each one-time payment.	MasterCard or Discover, 2.49% of your payment; American Express, 3.2%; Visa, flat fee of \$14.59	Three business days	\$2000

* These are the new options.

** Timing is approximate. Please allow one extra business day for a received payment to be posted to your account, and then one additional day for your account information to be available within the Sudler@Home system. Vendor's service charges for direct payment and credit-card payment are accurate as of 01/01/2010.

For anyone not yet registered with **Sudler@Home**, the new service which allows you to view your account information online, that process is also very easy:

1. Locate the 11-digit Sudler id number in the upper right-hand corner of your monthly statement.
2. Go to SudlerPropertyManagement.com. Click the "Sudler@Home" button or choose "Resident Login" on the Home menu.
3. Choose "Owner Registration" on the top menu. Fill in the blanks with your Sudler id number and other info.
4. You will receive an email notification that your Sudler@Home account has been set up.
5. For questions about this process, please click "Contact Us" (upper right-hand corner on the web page) to ask.
6. Please note that anyone who is enrolled in SNAPP and also is registered for Sudler@Home may opt out of receiving paper billing statements each month.