



March 25, 2020

Our Dearest Clients,

Hope this communication finds you and your family safe and healthy. As the shelter-in-place order takes effect for the entire state today, I want to send an update on our operations and how we are continuing to service our clients:

Our company's investment in technology has enable us to continue to provide services safely to our clients while complying with recommendations by Center for Disease Control and the State mandate:

- Our offices throughout the island chain are closed to the public. Less than 10 essential workers are working in the offices at various times. If you need assistance or need to reach our offices, you can call, send an email or send us a message via TownSq.
- Operations and Services:
 - Community Association Managers (CAM): our CAMs are working remotely to continue to service you. They will continue to respond to your inquiries in a timely manner as well as continuing with other responsibilities such as reviewing financial statements and approving invoices.
 - Community Managers Assistants (CMA): our CMAs are working remotely to continue to provide support to the CAMs and our clients.
 - Payroll Services: our payroll team continues their work both remotely and in office based upon the needs.
 - Accounting: our software can accommodate majority of our team to work remotely:
 - Financial Reports – our GL Accountant team is working remotely to continue production of monthly financial reports.
 - Accounts Receivable (AR) – our AR will continue to process checks and payments to the associations.
 - Accounts Payable (AP) – our AP team will continue to process payments to your vendors. There may be a slight delay due to the team working remotely.
 - Cash Management – our cash management team continues to execute approved transfers for our clients.
 - Customer Care: We are fortunate that our phone system allows our Customer Care team to continue to service our clients and our communities remotely.

O'AHU | 737 Bishop Street, Suite 3100 (Mauka), Honolulu, HI 96813
808.836.0911 | Fax 1.888.608.4021

HAWAII' ISLAND | 75-169 Hualalai Road, Kailua-Kona, HI 96740
808.329.6063 | Fax 1.808.326.2486

KAUA'I | 4-1579 Kuhio Highway, Suite 102, Kapa'a, HI 96746
808.821.2122 | Fax 1.808.821.2131

MAUI – KIHEI | 375 Huku Li'i Place, Suite 207, Kihei, HI 96753
808.243.9565 | Fax 1.808.244.7848

MAUI – LAHAINA | 727 Wainee Street, Suite 106, Lahaina, HI 96761
808.661.8795 | Fax 1.808.667.7608



They will be responding to all incoming inquiries either through phone calls or TownSq.

- Covenant Code Inspection: in compliance with shelter-in-place order, we are suspending this non-essential service (as defined by the State) to coincide with the end date of the order.
- TownSq: if you have not already done so, please register on TownSq. TownSq is the safest and easiest way for communication both as a board and/or with the members of the community. Please encourage other owners to do so as well.

Additional resources available at: <https://hub.associaonline.com/covid-19-resources>.

Should you have any questions or concerns, please feel free to contact me at pauli@associahawaii.com.

Please stay safe and healthy.

Sincerely,
Pauli Wong
Branch President

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