

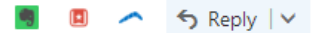
coupon faq sheet



cgarland@harvardmanagement.com

Today, 1:01 PM

You



Dear Homeowners:

We have been receiving an extremely high volume of emails and telephone calls into our office over the last few days and we wanted to share some of the most FAQ so we can help provide you with some important information.

Q. Why hasn't my ACH payment been deducted from my account for January 2017?

A. Due to some delays in converting our two accounting systems, your January 2017 payment deduction will be delayed for up to two weeks. You will not be charged a late fee for this inconvenience.

Q. Why can't I log into Caliber?

A. We are in the process of combining our two software systems into one and in turn providing a new and innovative platform for our customers. Unfortunately this is taking a little bit longer than expected. We hope to have this resolved and provide full access by January 17th. In the meantime, if you need information on your account we have set up a help desk within our office. Please contact our office at (603) 429-2019 and ask for the help desk and your call will be transferred to a representative who can help you. You may also email your questions to vgrandmaison@harvardmanagement.com (Vickie) or cmahaffey@harvardmanagement.com (Cheryl) if you would like assistance with your questions.

Q. When will I received my new coupon book?

A. You should be receiving the coupon book in the next two weeks. If you have not received your new coupon book, please use the stub on the invoice recently sent to make your January payment.

Q. Where can I find my new account number?

A. Your new account number is located on the invoice (upper right corner of the invoice) which was either emailed or mailed to your current address on file. It is also on your new coupon book.

Q. Why can't I log into Caliber?

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Q. What if I didn't receive a coupon book or invoice?

A. Mail your monthly check, in the associations name to PO Box 2019, Merrimack, NH 03054.

Q. What if I don't know what my monthly fee is?

A. Please contact our office at (603) 429-2019 and ask for the help desk and your call will be transferred to a representative who can help you. You may also email your question to vgrandmaison@harvardmanagement.com (Vicky) or cmahaffey@harvardmanagement.com (Cheryl) if you would like.

Q. Will I be charged a late fee for January's payment?

A. No late fee will be charged provided your January fee is received within the month of January

Thank you,

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