

# SERVICES Q&A

QUESTION	AEGIS	MGMT CO 2	MGMT CO 3
<b>COMMUNICATION</b>			
Does the Company offer an advanced interactive website?	Yes		
If so, are there extra charges for hosting or updating?	No		
Does the website include surveys, owner access, event calendars, and webforms?	Yes		
Does the Company manage proactive email communications?	Yes		
If so, are there extra charges?	No		
Does the Company maintain an after-hours emergency contact system?	Yes		
<b>COMPANY STRUCTURE</b>			
Is the management company locally owned and operated?	Yes		
Have the principals of the Company earned industry designations?	Yes		
If so, which designations?	AMS/PCAM		
Is the Company bonded for employee fidelity?	Yes		
If so, how much insurance is in place?	\$1,000,000		
Is the Company insured for General Liability?	Yes		
Is the Company insured for Errors and Omissions/Professional Liability?	Yes		
Is the Company insured for Workmans Compensation?	Yes		
Is the Company insured for non-owned automobile coverage?	Yes		
Does the Company offer competitive benefits to its employees?	Yes		
Health and dental?	Yes		
Life insurance?	Yes		
Paid vacation leave?	Yes		
Sick and personal days?	Yes		
Does the Company belong to any industry or business organizations?	Yes		
Community Associations Institute?	Yes		
Better Business Bureau?	Yes		
Is the Company affiliated with any developer or vendor?	No		

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Has the Company provided a list of professional references?	Yes		
Are the Company's principals available to the Board? If so, how many associations does the Company currently manage?	Yes		
Is community association management the sole focus of the Company?	Yes		
What is the termination clause for the management contract?	60 days   no cause		
<b>COMMUNITY MANAGER</b>			
Is the Manager equipped with a mobile real time violation reporting system?	Yes		
Is the Manager equipped with mobile email device?	Yes		
Does the Manager possess advanced industry accreditations or designations?	Yes		
<b>STAFFING</b>			
Does the Company have a specialized closings department?	Yes		
Accounting department?	Yes		
Collections department?	Yes		
Does the Company employ a Certified Public Accountant on staff?	Yes		
<b>SERVICES</b>			
Does the Company manage architectural submissions?	Yes		
If so, is there an extra charge?	No		
If so, are the records of these submittals processed and stored electronically?	Yes		
Does the Company handle all closing and resale disclosures?	Yes		
If so, is there an extra charge to the Association?	No		
Are there set-up or transition fees for boarding new community clients?	No		
Does the Company offer electronic payment options for owners?	Yes		
Electronic check?	Yes		
Automated Federal Clearinghouse?	Yes		
Credit Cards?	Yes		
Bank Lockbox?	Yes		
Does the Company maintain the official records in an indexed electronic format?	Yes		
How does the Company track Association insurance coverage?	Electronically		