



Dear Clients,

I hope this email finds you and your families well. It certainly has been a trying few months and we appreciate your support and involvement as we continue to partner together through this unprecedented pandemic. While Covid-19 has detrimentally impacted so many, including those within our own community, we have learned a great deal about how we can adapt to better serve you.

During the past few months, Orsid's Covid-19 Task Force has been responsible for keeping us all up to date on the complex and changing guidelines issued by Federal and local authorities. The Task Force has developed the protocols we have shared with you. All of these recommendations will be included in our new booklet called "The Way Forward", which will soon be available on the Coronavirus Page on our website (<https://orsidny.com/coronavirus/>). The Task Force will continue to monitor developments, and "The Way Forward" will be updated with any new information.

Since mid-March, Orsid has been open and operating at full capacity, with most of our staff working remotely. Our Account Executives have risen to the challenge and continue to put in long hours to make sure your building runs smoothly. As we enter Phase 2, I am beyond excited to tell you that we have physically returned to our office, operating on a reduced in-person schedule. You will also start to see the presence of your Account Executive at the building (with proper PPE and social distancing).

While I am thrilled to have some socially distanced in-person interactions, I do want to point out that what we have implemented and learned will advance our level of service far beyond this crisis. Technology is critical to the way forward. Zoom virtual Board Meetings have proven to be just as effective as in-person Board Meetings, while allowing everyone to remain comfortable within their own homes. BoardPackager helps to keep your building in compliance with the Shield Act, while also enabling a virtual review process for sales, sublets and refinancing applications. AvidXChange creates an expeditious and seamless vendor bill approval and payment workflow.

This is just the beginning. Our plan is to continue to implement new technologies and strategies to improve the management of your building and the quality of life for all residents.

Wishing you all the very best. As always, I am available at 212-484-3726 and ndavidowitz@orsidny.com.

Warm Regards,

A handwritten signature in black ink that reads "Neil B. Davidowitz". The signature is written in a cursive, flowing style.

Neil B. Davidowitz
President