

April 23, 2020

Dear Resident:

The health and well-being of our residents and associates is our top priority, and we know that the COVID-19 pandemic and the response to it have affected many of you. In these unprecedented times, we believe the best way MAA can help is to continue to work with residents who have lost wages or compensation due to the COVID-19 pandemic so that they can remain in their homes. We will also continue to be fair and equitable to all the constituents of MAA.

If you are suffering temporary financial hardship due to lost wages or compensation because of the COVID-19 pandemic and your account was in good standing on March 31, 2020, we will make options available to meet your payment obligations under the terms of your lease agreement. Even though some governments have imposed limitations on evictions, you are still obligated to pay your rent and honor your lease. We encourage you to search for assistance offered by federal, state, and local governments as well as local charitable and civic organizations to help secure financial assistance, food, and healthcare. Our new [Resident Resource Page](#) includes helpful reminders, preventive steps, and links to websites describing a variety of assistance that may be available to you and your family. You can locate this page from www.maac.com or from the Resident Portal (www.myMAA.com).

If you are not facing financial hardship related to COVID-19, thank you for continuing to make the payments required by your lease. We rely on your payments to meet our commitment to help those financially impacted by the pandemic and allow our dedicated associates to continue to deliver exceptional service during these trying times to all residents, both those who have been financially impacted and those who have been fortunate to avoid losing their job or compensation.

Your rent payments allow us to pay things like property taxes, which support the community through financing for schools, teachers, emergency services and other important local needs, and help with ongoing maintenance costs for the property such as utilities and insurance. We also rely on your rent payments to invest in the property for roof and HVAC replacement and other important repairs to ensure quality housing and pay our mortgage and other debt costs.

If you participated in our April Rent Support Program and want to participate in the May Rent Support Program, you do not have to provide any new or additional qualification documents, but we do ask that you reach out to the office and indicate your desire to

participate in May's program. You will have to sign a May addendum that replaces the existing April addendum and will reflect the new amount owed and payment terms.

If you did not participate in the April Rent Support Program and need to participate in the May Rent Support Program, you must reach out to the office and indicate your desire to participate. Be prepared to provide any one (1) of the following documents to qualify:

- A recent pay stub dated within the last 60 days that indicates you worked for a business that has closed because of the COVID-19 pandemic or a notice from your employer or former employer that you were terminated, laid off or furloughed without pay or that your income was reduced as a result of the COVID-19 pandemic;
- documentation of unemployment benefits filing with the applicable Department of Labor and Employment (or other governmental authority) on or after March 15, 2020; or
- any other documentation acceptable to MAA indicating that you were terminated, laid off or furloughed without pay or that your income was reduced as a result of the COVID-19 outbreak

After we update all residents' accounts on Sat., April 25, we will then be able to work with you on payment options for May, should you need assistance. Please contact the leasing office starting any time after Sun., April 26 by phone, email, or through the resident portal (www.myMAA.com) to learn about the payment options that we are offering.

Sincerely,

Your MAA Team