



TUDOR REALTY SERVICES CORP.

MEMORANDUM

TO: All Residents in TRS Managed Properties

FROM: Tudor Realty Services Corp.

DATE: May 1, 2020

RE: Frequently Asked Questions About Monthly Maintenance & Common Charge Statements

This document provides answers for residents in TRS managed properties to **Frequently Asked Questions** about monthly maintenance and common charge statements.

1. Are paper copies of monthly maintenance and common charge statements being mailed to those residents that usually receive paper copies each month?

Due to the limitations of remote working during the COVID-19 crisis, until further notice, we are not sending paper copies of monthly maintenance or common charge statements by regular mail except in a few instances.

2. How can residents view their current statement and balance due?

Residents can view their current monthly statement online through Tudor Realty's website. In order to view the current statement, please visit our website at www.TudorRealty.com, click the "Make A Payment" icon and follow the instructions on the left side (Pay Bills) of the screen. Click the "Register or Login Button". On the next screen, if you have not previously logged in, click "Register" on the right side of the screen. Please note that residents have the ability to "view only" and by accessing this information online to view it does not require residents to make electronic payments, submit payment information, or perform any other electronic transaction. Your statement can be viewed by clicking "Pay Bill" on the top of the screen, and then select the "View Statement" button. A copy of your latest statement will be displayed.



TUDOR REALTY SERVICES CORP.

Frequently Asked Questions About Monthly Statements

May 1, 2020

Page 2 of 3

3. Can residents receive monthly statements by email?

Yes. Residents can sign up for email bills through the ClickPay portal by visiting our website at www.TudorRealty.com, click the “Make A Payment” icon and login or register for the first time, following the instructions. Please note that if residents sign up to receive email statements, they still have the option to either pay electronically or by mail.

4. What payment options exist?

Residents can make payments in two ways.

- **Electronically**: As a reminder, paying electronically through our ClickPay portal is a fast, easy, and secure way for you to view statements and pay monthly charges online. If you aren't already taking advantage of this convenient way to manage and pay your bills, we invite you to sign up by visiting our website, www.TudorRealty.com, clicking the “Make A Payment” icon and following the instructions. We prefer that residents pay monthly charges electronically through our ClickPay portal.
- **By Mail**: If you must pay by mail, please send payment to the lockbox post office box address which is on your bill and be sure to include your statement in the return envelope or note your account number on the check. For convenience, the PO Box Address is:

Tudor Realty Services Corp.
P.O. Box 384
Emerson, NJ 07630

5. What if I cannot view my statement online?

If you cannot view your statement online, then please email acctsrec@tudorrealty.com and one will be emailed to you. However, please note that there may be delays processing requests.



TUDOR REALTY SERVICES CORP.

Frequently Asked Questions About Monthly Statements

May 1, 2020

Page 3 of 3

Thank you for your attention to this and for your understanding and patience as we work through this unprecedented challenge together. Please do not hesitate to contact your Property Manager should you have any questions and/or require additional information. Thank you.