



April 23, 2019

Dear Bear Brand Ranch Community Association Homeowner:

After 25 years, we have made the difficult decision to sell Progressive Community Management and explore other professional opportunities. We found a partner in Keystone and are confident they will carry on our legacy and serve you as you've come to expect from Progressive. After careful deliberation, we chose a partner whose culture and values are very similar to ours and, we believe, will treat your communities as we have.

Your current manager will remain the same and, at this point in time, there are no plans to change how association fees are paid or how service is requested to ensure a successful transition and long-term partnership moving forward. All current contact information for your assigned Community Association Manager and Community Services Assistant can continue to be utilized. In the near future, the team will be relocating to Keystone's Irvine office and supplemental information will be sent to you and your community members in the coming weeks with more specific details.

While this news may come as a surprise, please know that our decision was made with a great deal of thought and consideration for the communities we have come to think of as our own. We are deeply grateful for the trust you have given us over the years.

Keystone is a well-respected and diligent property management firm with local roots. The company was established over 35 years ago with a local office in the Irvine area and Rancho Santa Margarita to serve its Orange County communities. We feel their high level of customer service, attention to detail and experience will serve your community well for years to come. If you would like to learn more about Keystone and their management philosophy, you can visit their website at www.kppm.com.

We look forward to a great partnership with Keystone and are confident each community member will be well served. If you have any questions or concerns, please do not hesitate to contact us or your Community Manager, Glenda Reid, glendar@progressivecm.com 949-900-1112.

Warm Regards,

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