

To our Customers and Employees

COVID-19 Update

Advantage Advisors LLC has ownership and management of operating self storage properties under the names of Advantage Self Storage, Farrell Storage, Castle Mini Storage and Central Self Storage. As well, we have six properties in development for Advantage and Farrell. I am on the Board of Directors of the Maryland and Colorado Self Storage Associations, and am a member of the New York, Florida and National Self Storage Associations.

We're monitoring the CDC, the Trump Administration and our colleagues and associates in the industry to make the best, most informed decisions about operations during the COVID-19 pandemic. As our stores are not places of congregation, we are able to maintain appropriate standards for social distancing and personal, environmental, and equipment hygiene. We also provide services considered and expressly named as "Essential" by state and municipal governments, including but not limited to warehousing, storage and distribution services as well as providing necessities to shelters and economically disadvantaged persons. As such, we are able to maintain our current level of service, while taking mandated and common sense measures to protect our staff, customers and the communities we serve.

To our current customers: It's always good to see you! We're wiping down our door handles and desk tops on a regular basis. We're not shaking hands for now, but we'll greet you as warmly as we can while respecting the social distancing guidelines. Let me apologize if any of these guidelines have created an awkward moment for you. I also apologize, in advance, if anything we do out of an abundance of caution causes us to have an office that is unexpectedly closed. We are doing our best to keep you all in the loop.

If you're not able to be out and about, we understand. You don't have to come into the office to conduct business. You can pay on line 24/7 or give us a call during office hours with your credit card or debit card. While you're on the phone, feel free to sign up for auto-pay with your credit card, debit card or direct withdrawal from the account of your choice. This assures you'll never have to worry about a late fee or missing a payment. Also, you can mail us a check or drop off a check or cash in our 24-hour drop slot at the property. You can even rent another space from us on line.

To our employees: Thank you for taking the initiative and demonstrating the leadership needed to continue serving the needs of our customers, while staying aware of what it takes to keep yourselves and the community you serve healthy. Thank you for:

- washing your hands regularly throughout the day
- wiping down your desktops, keyboards, keypads, door handles and restroom fixtures on a regular basis
- wearing latex/nitrile gloves as you count out your cash drawers at the end of the business day and whenever else appropriate
- washing your hands regularly throughout the day
- respecting the social distancing recommended by the CDC
- coughing and sneezing into your elbow
- washing your hands regularly throughout the day
- respecting your co-workers and customers by notifying your teammates and supervisors if you are feeling symptoms, and staying home when you're sick
- and of course, washing your hands regularly throughout the day.

We are taking nothing for granted. This is the first pandemic that has rippled so deeply into the economy, and into people's lives. Please feel free to reach out to your Property Managers, the Operations Team or to me if you have any comments, concerns or great ideas.

Yours truly,

Jeff Kinder, President

The Advantage Group of Companies

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