Thank you for choosing Loebsack & Brownlee PLLC for your eviction needs. We want to take a moment to welcome you to The Team and give you some helpful information for the future.

On the following pages, you will find important information regarding our processes and pricing as well contact information for your team members. Our number one goal is to extend to you the best customer service possible, so if in doubt, give us a shout. We are always glad to help.

Please take a few moments to familiarize yourself with our current fee schedule and with our filing requirements. Following these procedures each time will help us to process your evictions as quickly and accurately as possible. We also encourage you to take advantage of our Free Client Training.

A few quick tips for filing that will help us to expedite your evictions and increase your bottom line:

- Proofread tenant addresses – an error in address can prevent service and delay your evictions.
- When filing your initial complaint, you should not include any fees other than rent itself in the "Amount Past Due" box.
- Visit our Tips sheet for more suggestions to help your cases get review more quickly.

When you are in need of assistance, we are here to help. Feel free to reach out to us with anything you might need. We would also like to invite you to like us on Facebook and follow us on Instagram and Twitter.

We are excited to welcome you to The Team, and we look forward to working with you.

NORTH CAROLINA: Charlotte (704) 970-3900 • Raleigh (919) 792-1690 • Greensboro (336) 890-6460
SOUTH CAROLINA: Charleston (843) 647-7354 • Greenville (864) 977-1308
GEORGIA: Atlanta (404) 334-4789 • Augusta (706) 426-4176 • Savannah (912) 226-3026
POST OFFICE BOX 30247 | CHARLOTTE, NC 28230

LOEBSACK & BROWNLEE, PLLC

NORTH CAROLINA PERKS LETTER

[PROJECT BASED / SUBSIDIZED PRICING]

New pricing effective August 15, 2022

Choosing Loebsack & Brownlee as your Eviction Service Partner comes with some "perks" that we think you might enjoy.

The **first "perk**" is that we provide flat fee pricing for ALL types of eviction cases, not just for non-payment of rent. With Loebsack & Brownlee, your properties will not have to pay "by the hour" anymore for any of their eviction cases, *including* tenant appeals.

We have two tiers of flat fee pricing for our project-based multi-family evictions:

1) Basic: $230 per eviction (non-payment of rent cases that don't involve tenant defenses or other legal issues requiring a trial).
2) Affirmative Defense: Starting at +$75 when required, added to Basic fee (cases where the resident raises a legal defense and the attorney is required to conduct a full trial to obtain judgment).

For any cases that you may need to file for reasons Other than Non-Payment, we refer you to our friends at Brownlee Whitlow & Praet PLLC (www.bwpf-law.com).

If you have properties located in outlying counties, we can still help your staff save time and money as well as avoid the hassle of preparing and filing evictions. Using our *Administrative Filing Service*, our team will prepare and file your cases (including scheduling a court date convenient for *you*), for a reduced fee. A member of your staff attends the hearing instead of our attorneys, but they still save hours of lost productivity.

The **second "perk"** with our service is that Loebsack & Brownlee does not charge extra for any legal questions that a Property may have about the eviction cases we file for you. *Phone calls and emails about any of the evictions you file with us are* ***included*** *as part of our flat fee pricing…no legal bills.*

Finally, Loebsack & Brownlee also offers *fixed-fee pricing for representing you in tenant appeals cases* that arise out of evictions that we file. For each case, a fixed fee is charged at the outset of our representation. Additional fees may be required, but as with all of our pricing, the fees are flat rates and presented to you in advance.

In addition to our standard flat-fee prices for "Basic" cases, there are occasions when supplemental fees are charged by our attorneys for additional legal work that was involved in the handling of a specific case. Please click here to see a current list of ancillary charges that might be invoiced to you in such instances. These fees can change from time to time, so please check back anytime if you'd like to review our current pricing.

Form **W-9**
(Rev. October 2018)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

▶ Go to *www.irs.gov/FormW9* for instructions and the latest information.

Give Form to the requester. Do not send to the IRS.

Print or type. See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
Loebsack & Brownlee, PLLC

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC ☐ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate

☑ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ P

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) ________

Exemption from FATCA reporting code (if any) ________

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.
P.O. Box 30247

Requester's name and address (optional)

6 City, state, and ZIP code
Charlotte, NC 28230

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN,* later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number
☐☐☐ – ☐☐ – ☐☐☐☐

or

Employer identification number
4 6 – 1 3 8 4 4 8 8

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here Signature of U.S. person ▶ [signature] Date ▶ 1/5/21

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to *www.irs.gov/FormW9.*

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

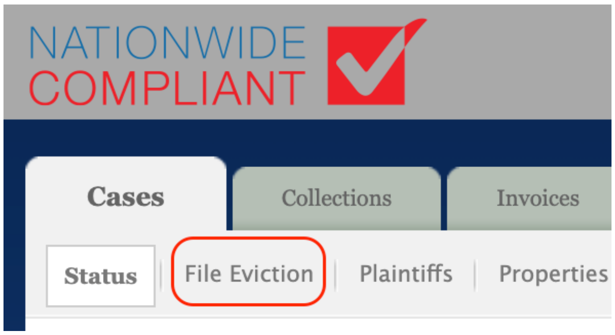
Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, *later.*

<u>Eviction Filing Guide</u>

1. Log in to www.NationwideCompliant.com

2. From the Cases tab, click File Eviction



3. Select the property for which you need to file an eviction. If you only manage one property, then your property will be automatically selected.

4. If the property you need is not showing in the drop-down list, please contact our office. **Please do NOT click <u>Add Property</u> or <u>Add Plaintiff</u>.**

5. Choose Residential or Commercial for Eviction Type.
Note: There are additional charges for commercial leases and corporate defendants. If you have a question, please visit https://LoebsackBrownlee.com/Contact-Us and choose the best option from the dropdown.

6. Choose the appropriate lease type. **Be sure to choose Lot Only or Lot & Trailer if you're filing for a mobile home community.**
Note: There are additional charges for Public Housing, Rural Development, Section 8, & Mobile Homes. For more information, visit https://LoebsackBrownlee.com/Contact-Us and choose the best option from the dropdown.

7. Choose the Reason for Eviction. If you do not see the reason you need, choose other and complete ALL fields.

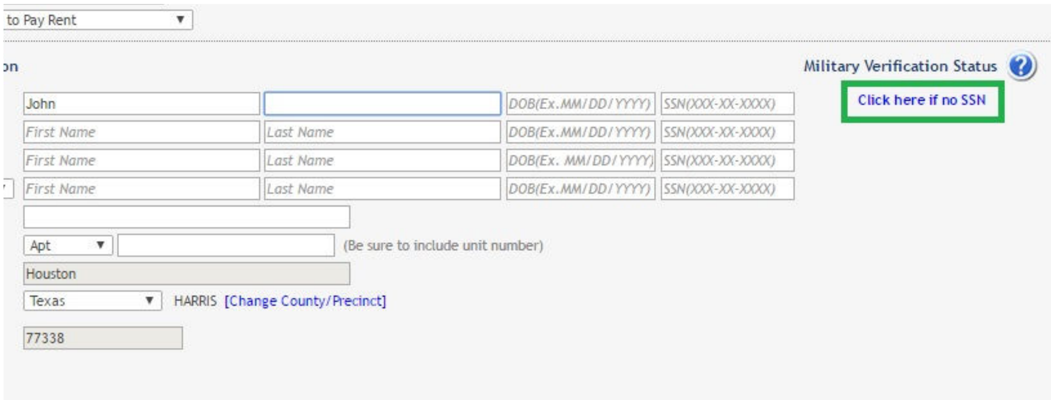
    a. For Criminal Activity and Other, you will be given the chance to write a brief description of the breach. If 200 characters is not sufficient, you may type up an extended description and attach it as a supporting document before you click submit.

    b. For the Witness, please include someone from your staff who has direct knowledge of the situation and who will be available to testify in court.

8. Enter the first and last name of each named leaseholder.

9. Enter the DOB and SSN for each resident. This is required for EVERY eviction so that we may research their military records and prepare the appropriate paperwork. If you do

not have the full SSN or DOB, please click the link that says “Click Here if No SSN” -- this link will appear after you enter the tenant’s name.



10. Double check your spelling, address, and all numbers. Double check the county. An incorrect unit number, address, county or an incorrectly spelled name could result in a continuance or a dismissal.

11. Check the electronic affidavit certifying that you have the authority to file this eviction and that the data you are submitted is correct.

12. Upload copies of the lease, ledger, late notice, and any other pertinent documents as they relate to this eviction. Documents must be in the PDF format and must be under the file size limit. You can attach multiple documents if needed. Sometimes, this process takes a few minutes, so please be patient and don’t leave the page until it tells you that your documents are uploaded. You may also fax as a backup option *(see https://LoebsackBrownlee.com/docsubmission for more information on that)*.

13. Click Submit or Submit/File Another.

14. NOTE: Before you walk away and call it a day, make sure that you see all of the resident’s names on the Case Status screen. If you don’t see them, we don’t see them. You may have to click something that says “Show all 15 (or similar number) cases” to see everybody. You also receive a confirmation email the next morning that will show everybody’s names as well.

If you have any trouble, please call (704) 970-3900 and choose the option for Client Relations.

EVIDENCE DOCUMENT SUBMISSION GUIDELINES

Each property must upload supporting evidence documents (lease, ledger, late notice) directly into NationwideEviction.com ***at the time you submit your eviction request***. This is the best practice as it attaches your documents directly to each individual eviction which greatly reduces the risk that your documents could become lost, and it also allows your attorney to review electronically from any location.

If you do not upload your documents at the time you submit your eviction request, the attorney is not afforded the privilege of reviewing everything and catching any potential errors, and **beginning March 1, 2015, any evictions submitted without supporting documents will not be processed**.

You'll need to attach the **Lease, Ledger, and Late Notice.** For guidance on successfully uploading files, be sure to view our step by step guide (http://loebsackbrownlee.com/uploaddocs).

Be patient and wait for the documents to upload. If you leave the page prematurely, your documents upload will fail. Be sure to click submit after the documents are uploaded, otherwise they are not truly attached.

If you've already submitted the eviction request and you need to go back and attach additional documents, just click on the resident's name and complete the process as described above.

Missing documents could result in dismissal or continuance costing you more time and money, so please upload your documents at the same time that you create your eviction.

If you are having trouble uploading your documents into NationwideEviction.com because the files are too large, please see page 2, **Reducing PDF Size.**

If your property doesn't have a scanner, please be sure to follow these guidelines and submit your documents to us via fax. We cannot accept documents via email.

1. Each resident's documents (lease, ledger, and late letter) must be sent to us as an **individual** fax with its own cover page. This means you will need to pre-arrange your documents by resident and only send them through your fax machine 1 resident at a time. Please do not combine multiple residents in the same fax.
2. The cover page for each resident needs to include the following:
    a. Your property's name, address, phone, fax, and email
    b. The county in which your property is located
    c. The resident's name
3. North Carolina Fax: (704) 246-3142
4. South Carolina Fax: (843) 647-7188

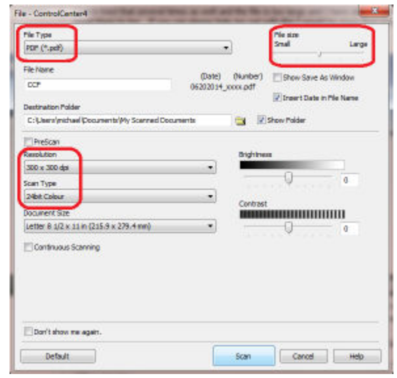
A sample fax cover sheet is included on page 4 if you would like to use it.

www.LoebsackBrownlee.com

NORTH CAROLINA: Charlotte (704) 970-3900 • Raleigh (919) 792-1690 • Greensboro (336) 890-6460
SOUTH CAROLINA: Charleston (843) 647-7354 • Greenville (864) 977-1308
GEORGIA: Atlanta (404) 334-4789 • Augusta (706) 426-4176 • Savannah (912) 226-3026
POST OFFICE BOX 30247 | CHARLOTTE, NC 28230

Reducing PDF Size

All scanners are different and come with their own proprietary scanning software, but here is a general guide to reducing the file size for your scanned documents.

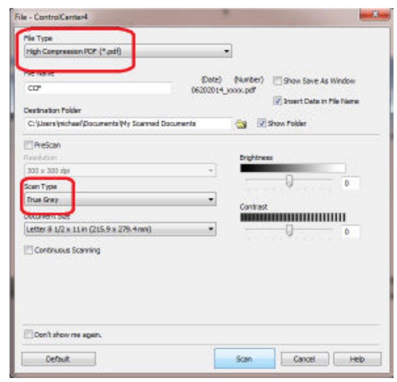


I use a Brother scanner, and the built in software is set to these defaults for scanning. I've highlighted four things that affect the file size:

1. File Type (must be PDF)
2. File Size
3. Resolution
4. Scan Type

These categories might be called something slightly different in your scanning software.

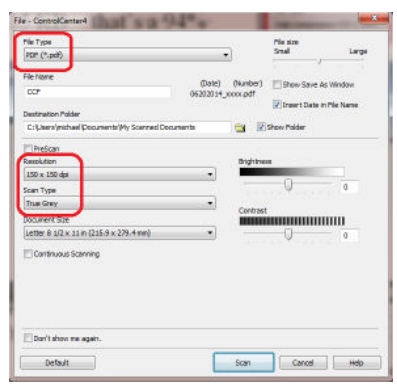
Using these default settings, my 9 page document was 5.29 MB. The limit for Nationwide is 10 MB.



By making these two changes to the right, I was able to decrease the file size to 365 KB – that's a 94% reduction.

Since my scanner has a preconfigured setting called "High Compression," I didn't have to adjust the resolution or file size, but I did have to change to True Grey instead of Color.

Scanning in Color will always result in much larger files.



Your software might not have the "High Compression PDF" setting, but you could also experiment with the Resolution and the Scan Type (or color). I would not recommend going total black and white, but some shade of gray, unless you have color markings on the pages that are crucial information and that don't show up in gray scans. By reducing my resolution to 150 x 150 and switching to True Grey, I reduced the file to 1.7 MB (a 68% reduction). I would not recommend going belong 100 x 100 dpi.

If all else fails, there are several free websites that will shrink or compress your PDF for you. Two that we have had success with are https://smallpdf.com/compress-pdf and https://www.adobe.com/acrobat/online/compress-pdf.html. Please note that uploading documents to a third-party website is inherently risky and we do not guarantee the privacy of your documents if you choose to use one of these sites.

EVIDENCE DOCUMENT SUBMISSION

FAX COVER SHEET

Fax to **Loebsack & Brownlee PLLC** NC: (704) 246-3142 SC: (843) 647-7188

County_________________________________ Date Submitted__________________________

Court Date (if known)____

Property Name____

Address____

Phone_________________________________ Fax_____________________________________

Email____

Resident's Name____

Resident's Address____

Only 1 resident may be submitted per fax. Include the lease, ledger, and late notice.

Fax must be sent <u>the same day</u> you submit your eviction through the web portal.

If you’re uncertain who to call in regard to cases and legal work, we hope that the infographic below will help. And, for our firm (Loebsack & Brownlee), the best way to get assistance is via our Contact Form (http://loebsackbrownlee.com/contact-us/) so that the first available person on the team may assist. If you only email one person, it may take longer to get a response.

Please do not contact Nationwide Compliant or the Courts directly. Always go through our firm for anything eviction related, even technical support.