



May 17, 2017

Dear Client:

At CSC ServiceWorks, we continue to make significant strides in becoming the best-in-class laundry solutions company. And, we hope you have noticed the changes: improvements in the call center experience, service response time in the field, and processes with our sales and operations teams to deliver a superior consumer service experience for your residents.

As the industry leader, we continue to invest in machine technology and have developed innovative payment options and consumer facing systems to enhance the laundry experience. We are implementing data-driven pricing systems to improve resident retention and enhance client revenues. These are just a few of the exciting initiatives underway at CSC that will increase value for our clients and consumers.

We have made and will continue to make significant investments in our people, systems, technology and service delivery, as well as maintaining a commitment to security and sustainability; but we are also facing increased costs in nearly every aspect of our business. In the past, we have offset some of these costs with efficiency improvements and by leveraging our scale, but we are no longer able to absorb these costs alone.

In the past, we have not used provisions in our agreement with you to share these increased costs. As we continue to align your interests (high occupancy rate of satisfied residents) with ours (to achieve an acceptable operating margin) and to jointly provide a great laundry experience for your residents, it is necessary to begin to share the agreed upon costs as outlined in our agreement.

Beginning this month, you will see an Administrative Fee of 9.75% (or approximately .10 cents per day, per machine) deducted from your gross collections. This deduction will help to offset costs related to taxes, vandalism and applicable administrative and other costs. As a benefit to you, going forward you will receive coverage for events related to vandalism (up to \$200 per event). For more information about the Administrative Fee as well as additional benefits you will receive as a CSC customer, visit our website at <http://www.cscsw.com/feetransparency/>.

CSC will also waive any potential claims to recoup its costs related to taxes, vandalism or applicable administrative or other costs which CSC incurred in the past and was entitled to deduct, but did not.

Our 3,000 team members who serve you and your residents, value you as a partner and appreciate your business. As we all continue to work toward providing a best-in-class laundry experience, we look forward to updating you on our progress in the future.

Best regards,

A handwritten signature in black ink, appearing to read 'Mark Hjelle', written over a horizontal line.

Mark Hjelle
Chief Executive Officer