



1400 Dallas Drive
Denton, TX 76205
940.320.1200 p.
940.320.1201 f.
help@sbpcommercial.com

March 25, 2020

Dear Tenant(s),

The COVID-19 situation has affected all of us. Our thoughts and prayers are with you as we navigate these uncertain times. The purpose of this letter is to inform you of our temporary operating procedures as we work together to get through this crisis.

Our office is closed to foot traffic, but we are still available to you by phone and email during normal business hours (Monday - Friday 9:00 AM – 5:30 PM). Most of our employees are working from home in order to limit person-to-person exposure and to keep everyone as safe as possible. We have very limited staff at the office, but will be closed to the public.

Pursuant to the current Denton County Executive Order, maintenance service providers are exempt from the stay-at-home rule, and can still handle your maintenance needs. To submit a request, please email us at: help@sbpcommercial.com. **If you experience an after-hours maintenance emergency, please call (940) 209-2999.**

We are strongly encouraging all of our tenants to move to online payments at this time. Online payments are easy to set up and will save you time and effort. Please refer to the next page for electronic payment options. To obtain your account number for set-up, or if you have any questions relating to online payments, call Tammy at (940) 209-0131 or send an email to help@sbpcommercial.com. Alternatively, we can set you up on auto-draft via electronic check. If you prefer this payment method, complete the attached Pay Lease form and return it to help@sbpcommercial.com.

We value each and every one of our tenants, and remain committed to providing you with excellent service and support. If you have any questions or concerns, please do not hesitate to contact us.

Very Sincerely,

Scott Brown Commercial Management

Instructions to Set-up Online Payments

Please contact Tammy at (940) 209-0131 to get your account # and confirm your email address.

*****the email address you enter at set-up must match the one we have in our system.**

Go to www.sbpcommercial.com

Select "Pay Your Bill Online"

Under the blue Login button, select "Sign Up"

Make sure the location is set to "comm"

Enter your account #

Enter your email address

Select "Sign Up"



Automatic Payment Enrollment Form

General Information

Resident Name		Property Name (if applicable)	
Address including unit # (if applicable)	City	State	Zip

Payment Information

Payment Frequency: Monthly Quarterly Semiannually Annually

Payment Amount \$	Payment Day	Start Date (mm/dd/yy)	End Date (mm/dd/yy)
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Payment Type (Choose 1 and fill out the corresponding section below)

E-Check (FREE) MasterCard (3%) Discover (3%) Visa (3%)

Credit Card Account Information **3 - 4% Fee Added

Credit Card Number	Expiration Date (mm/yy)	Security code
Name as it appears on card	Email Address	Phone Number
Billing Address	City	State Zip

E-check Information

Account Holder Name	Phone Number
Billing Address	
City	State Zip
Email Address	
Routing Number	Account Number Bank



Terms & Conditions

I, the undersigned, authorize Pay Lease, on behalf of my Lessor, to debit my account above every month this Agreement is in effect on the debit day stated above. In consideration of Pay Lease's performance of services hereunder, I acknowledge and agree that I am the lessee occupying the premises at the address stated above. I certify that I have full authority to enter into this Agreement and that all necessary approvals have been obtained to enter into this Agreement. I agree that I will be assessed a fee of \$25.00 by Pay Lease if my bank account has insufficient funds to cover my payment on the designated day of debit. I authorize Pay Lease to debit my credit card or checking account submitted above for the amount stated, on the day specified and for the duration of time specified. I waive the right to dispute any debits made by Pay Lease on these specified debit days. I acknowledge that the origination of Automated Clearing House ("ACH") transactions to my Account must comply with all applicable state and federal laws.

Name (Print)	Signature	Date
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