

## Bridge Investment Group COVID-19 Update

While we continue to **monitor the coronavirus pandemic as it affects** the United States, we wanted to share an update on the efforts in effect at properties owned or managed by Bridge Investment Group LLC and its affiliates (collectively, “Bridge”) to work to prevent the impact of COVID-19 and ease the burden on employees and tenants.

As the situation is quickly evolving, we may revisit the plans outlined below in the future.

For our multifamily communities, we have updated Bridge’s COVID-19 Financial Hardship Assistance Program, community amenities and services:

- **Rent:** If residents expect to have difficulty paying your rent on April 1 as a result of financial hardship from the COVID-19 pandemic, they should reach out to their property’s staff via phone or email to discuss the options available under our COVID-19 Financial Hardship Assistance Program. While rent remains payable in all cases, for households who are experiencing challenges due to recent income loss, Bridge will work with to develop a rent payment plan. This plan will permit a deferral of some or a portion of April and/or May rent with payment due over the remainder of your lease term, which can include a renewal period.
- **Moratorium on Evictions:** Bridge will not pursue any eviction filing for the non-payment of rent during this time. We do not want any resident to be concerned that they will be without a home during this pandemic.
- **Resources:** We are also working to monitor resources available to impacted individuals and families. We are maintaining a list for each of the states we operate in.
- **Amenities:** In mid-March, we made the difficult decision to close non-essential amenities. Essential amenities, including laundry rooms, package lockers and mail centers, remain available and are cleaned regularly.
- **Maintenance Service Requests and Office Closures:** Office and maintenance teams continue to work on the property, so residents have resources available to answer questions and address emergency situations. We are asking them to socially distance from each other and from residents. For the health and safety of our team members, we have suspended non-emergency service requests and have limited access to the property’s leasing office.

In our Commercial Real Estate properties, we are committed to:

- **Maintaining a safe work environment** by following recommended protocols of CDC and local governmental agencies
- **Keeping critical facilities open and secure** for our tenants’ mandatory operations
- **Ensuring a high level of communication** between BCRE and our tenants
- **Counseling our tenants in these unprecedented times** and guiding them in a partnership approach regarding government assistance and developing mutually beneficial solutions

Lastly, across Bridge we continue to remind and encourage employees and tenants to comply with the CDC's best practices for COVID-19 to ensure we are keeping our communities safe. These include:

- **Wash hands often with soap and water** for a minimum of 20 seconds. If soap and water are unavailable, use an alcohol-based hand sanitizer (with at least 60% alcohol base)
- **Avoid touching your eyes, nose and mouth** with unwashed hands
- **Avoid close contact with people** who are sick
- **Practice social distancing to prevent or slow the spread** of COVID-19 in your community
- **Cover your mouth and nose with a tissue when you cough or sneeze** and immediately discard the tissue. If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands
- **Stay home if you are sick**, except to get medical care
- **Follow all "shelter in place" restrictions** and similar government orders and directives

At Bridge the health and safety of our communities is paramount. We will continue to monitor this situation closely and provide updates as they occur.

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