

First Call Preferred Vendor Program: Disclosure Statement

Effective Date: 6/1/2026

Introduction

This Preferred Vendor Program Disclosure (“Disclosure”) is provided by Continuum Companies, Inc. and its affiliated property management brands (collectively, “Continuum”) to all current and prospective clients (“Clients”) who engage our affiliated brands for property management services, in connection with the First Call Preferred Vendor Program (the “Program”). This Disclosure supplements the First Call Maintenance Services Disclosure Statement and should be read in conjunction with it.

About the Preferred Vendor Program

The Program is operated as a component of the First Call platform, which serves as the centralized coordination and service delivery mechanism for maintenance and vendor services. The Program is designed to leverage Continuum’s collective scale of spend across its portfolio of managed communities to negotiate reduced costs, improved service terms, and enhanced service quality from qualified vendors and contractors. From time to time, Continuum may recommend or utilize preferred vendors or contractors for maintenance, construction, and related services. Preferred vendors are selected based on a combination of experience, pricing, quality, reliability, and capacity to service Continuum’s portfolio at scale.

Program Benefits

The Program is intended to deliver the following benefits to Clients:

- Negotiated bulk subcontractor rates in an effort to reduce per-community service costs
- Improved response times through pre-established vendor relationships and service-level commitments
- Consistent service quality through standardized scopes of work and performance expectations
- Simplified vendor selection and oversight through a pre-approved partner network
- Centralized reporting and vendor performance tracking across the portfolio
- Reduced administrative burden on community boards and property managers in sourcing, managing, and troubleshooting vendor relationships

Vendor Selection and Standards

Vendors admitted to the Program are subject to a qualification process that evaluates licensing and insurance compliance, service history and references, pricing competitiveness, geographic coverage and capacity, and alignment with community association standards. Continuum periodically reviews the performance and standing of Program vendors to ensure continued compliance with these standards. While Continuum conducts qualification and periodic review of Program vendors and maintains ongoing relationships with participating vendors, all vendors remain independent contractors solely responsible for the performance of their services. Continuum does not guarantee the performance, quality, or outcomes of any vendor’s work; however, if a Client experiences an issue or adverse outcome in connection with a vendor’s services, Continuum will use commercially reasonable efforts to work with the Client and vendor to help facilitate a resolution or otherwise address the matter. Continuum shall not be liable for any acts, errors, omissions, or failures of such vendors.

Common Ownership Disclosure

The Program is operated by brands of Continuum Companies, Inc., that are under common ownership or control. In certain cases, vendors participating in the Program may also be affiliated with or under common ownership or control with Continuum Companies, Inc. We understand that such arrangements could potentially lead to a conflict of interest without adequate policies in place to mitigate such a possibility. To address this, Continuum has implemented internal policies and procedures designed to ensure that participation of any affiliated vendors in the Program is in the best interest of our Clients and does not compromise the quality or value-effectiveness of the services provided. To see a listing of brands that may be under common ownership or control, please visit www.continuum-companies.com.

Remuneration Disclosure

Due to the purchasing volume and scale of services coordinated through the Program, Continuum and/or its affiliated property management brands will receive economic benefits from participating vendors, that may include, but shall not be limited to:

- Volume-based discounts or rebates on services procured through the Program
- Administrative fees for vendor onboarding, qualification, compliance management, and program administration
- Program fees from vendors for participation in and access to the Continuum portfolio
- Remuneration derived from group purchasing arrangements, including negotiated pricing differentials

Such remuneration supports the operational infrastructure of the Program, including vendor vetting, performance oversight, centralized purchasing coordination, and the administrative systems that deliver portfolio-wide buying power to Clients.

Client Rights

Participation in the Program is optional. Clients are not required to use any preferred vendor as a condition of their management agreement or their use of First Call services. Communities retain the right to select vendors and contractors of their choosing for any maintenance, construction, or related service need. There are frequently other service providers available with similar services, and Clients are free to solicit competitive proposals at their discretion.

Ongoing Program Review

Continuum is committed to maintaining a Program in which vendor pricing, service quality, and program terms are competitive and beneficial to Clients. In alignment with Continuum's Conflict of Interest Policy, the Program and its vendor relationships are periodically reviewed to ensure transparency, accountability, and consistency with market-based standards.

Vendor Enrollment Requirement

Participation in the Program is contingent upon the vendor's execution of a separate written form enrollment agreement ("Vendor Enrollment Agreement") with Continuum, or equivalent document as determined by Continuum, and any vendor subject to a termination will pay any and all sums owed thereunder within five (5) business days.

Acknowledgement

By engaging Continuum or any of its affiliated property management brands for property management services, each Client acknowledges that it has read and understands this Disclosure,

including the existence of financial relationships and potential conflicts of interest, has had the opportunity to seek independent advice, and consents to the arrangements described herein. This Disclosure does not modify any existing management agreements between Continuum and its Clients. Additionally, Continuum reserves the right to modify, suspend, or terminate the Program, including vendor participation, fee structures, and program terms, upon thirty (30) days notice to Clients.

Contact Information

For additional information regarding the Program, please contact:

Continuum Companies, Inc.

125 E. Elm Street, Suite 320

Conshohocken, PA 19428

info@continuum-companies.com