

FAQ'S Regarding Our Move and Rebranding

Q: When will Countryside become Haven Property Managers & Advisors?

A: Our name change will officially occur on **September 15, 2014** when we move to our new offices in Superior, Colorado. HOWEVER, we will not change our email address or website address until **September 22, 2014**. We want to make sure our phones and computer systems come back on-line without issue prior to changing those communication channels as well.

Q: What about your phone contact information? Will that change as well?

A: Our office phone number and our emergency phone number will not change.

Office: (303) 530-0700. After Hours Emergency phone number (303) 752-6713

Q: What about paying assessments? Do I need to change the mailing address?

A: Assessment payments are processed through a lockbox so the mailing address for payment will not change.

Q: Will our website address change?

A: Yes. Our new website address will be www.havenpm.com as of **September 22, 2014**.

Q: Will our email address change?

A: Yes. While we will still use the same "name" for the email address, the URL will change to @havenpm.com as of September 22, 2014. For example, if you currently email Chris Geer at cgeer@csamc.com, after September 22, 2014 you will email Chris at cgeer@havenpm.com.

Q: What will happen if someone visits www.csamc.com after September 22?

A: Our csamc.com website will "point" to the new havenpm.com URL. So, anyone attempting to reach our website will automatically be redirected to www.havenpm.com if they try to go to www.csamc.com.

Q: What will happen if someone emails someone at @csamc.com after September 22?

A: Our csamc.com emails will be redirected to the new havenpm.com URL. So, if someone sends email to @csamc.com, the sender will receive an auto response telling them that their message has been forwarded but that we have changed the email address so they should please update their records. The original email will then be forwarded to the @havenpm.com email address so the recipient can respond without the sender having to resend the original email.