



November 20, 2024

CHARLES HENRY PROPERTIES LLC  
534 WEST 42ND ST APT 8  
NEW YORK NY 10036



323514600100100104000200000000

LOAN NUMBER  
100018625

CHARLES HENRY PROPERTIES LLC  
336 EAST 56TH ST  
NEW YORK NY 10022

**Action Required: Follow Up Request** | Please Provide Financial and Operating Information.

Dear CHARLES HENRY PROPERTIES LLC,

Each year we review the financial performance of the collateral property for your loan. Recently, we asked you for documents needed to complete this review, but we have not received them. Please send the following within 15 days from the date of this letter:

**1. Year-to-Date (YTD) 2024 Operating Statement for the Property**

Please provide a statement detailing property level income and expenses for 2024 Year-to-Date.

Please provide the begin and end date for the operating statement provided. If capital expenditures are included in the operating expenses, please provide specific details relating to these expenses.

**2. Current Month's Rent Roll/Lease Summary for each Property**

Rent Roll (Residential Units) - Please include current leasing status by unit along with the current rent being collected. If the property is in the Housing Assistance Program (HAP), please provide contract expiration date along with specific units subject of receiving HAP assistance.

Lease Summary (Commercial Units) - Please include current leasing status by unit, suite or unit number, rentable square footage, tenant name, current monthly rent and scheduled rent escalations, monthly expense reimbursements, lease commencement and expiration dates, and the lease type.



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## Document Submission Options:

### By email:

gm.statements@chase.com

### By mail:

Commercial Term Lending - Portfolio  
Management  
JPMorgan Chase Bank, N.A.  
PO Box 9178  
Coppell, TX 75019

### By fax:

866-492-6981

Or through our new Online Portal.

Already have online access?

Visit: [share.chase.com](https://share.chase.com)



Not online yet?

Visit: [share.jpmorgan.com](https://share.jpmorgan.com)



After enrolling and/or logging into your account, please note:

1. Destination Code: CHASECRE
2. Enter the unique Loan Number
3. Select associated document type
4. Enter contact information
5. Browse to attach document
6. Click share

If you already have sent this information in response to our recent request, please accept our thanks. It is not necessary to send it again. If you have any questions, please contact Commercial Term Lending - Portfolio Management at 866-708-2841, option 1.

Thank you for your business and the opportunity to serve you.

## IMPORTANT BANKRUPTCY INFORMATION

If you or your account is subject to pending bankruptcy proceedings, or if you received a bankruptcy discharge, this notice is for informational purposes only and is not an attempt to collect a debt.

## NOTICE TO SERVICEMEMBERS

Sincerely,

Commercial Term Lending - Portfolio Management  
JPMorgan Chase Bank, N.A.



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## FAQ | Annual Information Submission

- Q. Why does Chase require this information?
- A. We use this information to rate loan quality and to comply with federal banking capital and related regulatory requirements.
- Q. I have maintained a perfect payment history and/or I have significant equity in my property. Do you still need the information?
- A. Thank you for your consistent and timely payments. However, federal regulations require that we verify the property performance to maintain a certain amount of capital.
- Q. I don't have all the information ready right now. What should I do? I don't have all the information ready right now. What should I do?
- A. If you are not able to provide the information by the date requested, please contact us by phone or email to let us know when you can provide it. Our toll-free phone number is (866) 708-2841 (option 1); and our email is [gm.statements@chase.com](mailto:gm.statements@chase.com). While we understand you may not be ready to send the information to us, you will continue to receive letters and once we receive the information, we will stop the letters or waive the non-compliance fee assessed.
- Q. Where can I find forms for the requested information?
- A. Forms are available online at [www.chase.com/ctiforms](http://www.chase.com/ctiforms).
- Q. My current cash flow has declined. What should I do?
- A. Please continue to report as required by your loan documents and explain any significant changes in income, operating expenses, or vacancies when you submit your information. This will help us determine the current and future property performance.
- Q. Is this a new requirement?
- A. No, this requirement has been in place since your loan closed. The mortgage or deed of trust you signed at closing includes the requirement that you provide this information.
- Q. What happens if I do not provide this information?
- A. In some cases, an amount may be assessed for non-compliance per the terms of your mortgage or deed of trust.
- Q. Why are my documents not accepted in the format I sent, causing me to receive additional letters, and/or calls?
- A. We accept PDF documents and all Microsoft Office formats. Documents sent in photo formats (i.e. jpeg, bitmap, gif etc.) are often illegible and cannot be enlarged. Therefore, documents sent in these formats are considered illegible and incomplete. Please do not send photo formats, but rather use available free apps (Genius Scan, iFax, etc) to fax/send your documents. Be sure the documents are legible otherwise they may be considered as not received. Additionally, due to corporate security restrictions, we are unable to access external document repositories (i.e. dropBox, Google Drive, iCloud, etc.).



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