

Ocean Storage - Virginia Beach - Northampton  
5737 Northampton Blvd  
Virginia Beach, VA 23455  
757.961.3489

Reidding Deurance  
2320 Starfish Road Unit 304      August 3, 2023  
Virginia Beach, VA 23451

Phone Payment Policy Change

Dear Reidding Deurance,

We are writing to inform you that, due to security enhancements made to process phone payments, we will be implementing a fee for payments processed over the phone.

Please be assured that this charge is being added to maintain our high level of service and support and is necessary to cover the cost of providing secure payment processing.

This represents a change in the terms of service of the rental agreement (reference Delinquency Fees & Other Rental Charges section).

- Effective 8/1/2023, a \$5.00 fee will be assessed for any automated payments processed through our automated phone system.
- Effective 9/1/2023, a \$10.00 fee will be assessed for any non-automated payments made to a live person over the phone.
- Automated payments will remain \$5.00.

We will continue to offer our customers the flexibility to choose from a range of convenient payment methods at no extra charge. We accept:

- Automatic monthly billing with credit card -- this ensures that your payments are automatically deducted each month. Contact our office to set this up today!
- Payments by mail - which can be made by check or money order.
- Online payments - which can be processed without any additional charges.
- Coming Soon: ACH (Automated Clearing House) payments - which allows you to set up electronic payments from your bank account.

No matter which payment method you choose, we are committed to making the process as easy and hassle-free as possible.

We want to assure you that this charge is being added in order to maintain our high level of service and support and is necessary to cover the cost of providing live operator assistance to our customers.

We appreciate your understanding and support as we make these changes.

Thank you for choosing us as your storage provider.

Respectfully,  
Susan Mangus