



720-547-8600

Dear Valued Customer,

When we began expanding HBS into the HOA service sector in 2017, we did so with a simple philosophy: provide a hands-on, high-communication, and high-service experience. That approach has succeeded because of two things—our incredible people and the relationships we've built with you.

Because of this success, we have received numerous offers to sell our business over the years. We declined them all because they didn't feel right for our employees or our customers. However, an opportunity recently arose to partner with WM that changed our perspective.

### **Why This Partnership?**

This transaction is the first that truly aligns with our priorities. By joining forces with the leading service provider in the Front Range, we are able to offer you:

- **Environmental Leadership:** Access to the most state-of-the-art, "green" fleet in the industry.
- **Advanced Infrastructure:** Cutting-edge recycling technology and premier disposal sites.
- **Local Stability:** The ability to merge our residential expertise with WM's world-class resources.

### **What This Means For You**

We want to be clear: **the high level of service you expect is not changing.**

- **Terms & Pricing:** Your contract remains in place. Your terms, pricing, and service levels will not change.
- **Your Local Team:** The people you know and trust are staying right here. You will still see the same drivers, and you can continue to use the same phone number to reach us.
- **Direct Access:** Our leadership and support team—including Mike Mink, Brian Cleveringa, Eric Miller, Tom Miller, Randy Snapp, Daniel Pettis, Carlos Minguela, Debbie Heaberlin, and Ben Holland—remain available to you day or night. Additionally, you will now have the added support of WM's extensive service network.

### **Looking Ahead**

Now that the merger is completed. We aren't going anywhere; by joining the WM family we are ensuring that we can provide even greater reliability, and environmental sustainability for you and your communities. Thank you for your continued trust in HBS. We look forward to continuing our relationship for years to come.

Sincerely,