

**HFN, INC.****MINUTES OF A MEETING OF THE BOARD OF DIRECTORS**

June 21st, 2021

A meeting of the Board of Directors (the "Board") of HFN, INC., a Washington corporation, was held on June 21st, 2021, at 4:00pm (Pacific Daylight Time) via an online Zoom.us conference call in order to avoid meeting in person due to COVID-19.

**Directors Present:**

Allen Enebo, Charlie Herb, Frank Pineau and Tim Underwood

**Also Present Were:**

Jeremy Fallt, HFN General Manager

**Directors Absent:**

Howard Kapustein, David Ngai and Larry Norton

**Call to Order**

Jeremy Fallt called the meeting to order at 4:06pm (Pacific Daylight Time) and Tim Underwood recorded the minutes. A quorum of directors was present, and the meeting, having been duly convened, was ready to proceed with business.

**Approval of Minutes**

The minutes for March, April and May 2021 were approved via email.

**Customer Complaints**

There were 2 customer complaints about being required to pay for internet service as part of the covenant. One customer joined the meeting via Zoom and has been paying for her mother's HFN bill who lives in Starpoint but does not use the service. The board listened to the feedback and had a discussion about options. The second customer contacted Jeremy and requested not to pay for the required minimum plan due to receiving a discounted Comcast service. Both of these requests were respectfully denied, and both customers will be provided information about the income qualified plan if they fit within the guidelines.

There was a third customer complaint from a renter turned owner who has already paid a \$50 setup fee and has requested we waive or reduce the \$250 setup fee for new owners. The board had unanimous approval to reduce the \$250 fee to \$200 as they had already paid \$50 setup.

**Managers Report**

Jeremy sent out reports for May.

### **Issaquah Highlands Community Fund**

Allen led a discussion about the Issaquah Highlands Community Fund and what HFN would like to see from it.

### **New Accountant**

Jeremy discussed some changes to our accounting methods that might save some taxes in the short term.

### **Adjournment**

There being no further business to come before the meeting, the meeting was adjourned at 5:04pm (Pacific Daylight Time)

Respectfully submitted,

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Tim Underwood, Recording Secretary