



December 27, 2022

Valued Tenant:

JLL utilizes a state-of-the-art web-based tenant service request system that will help us provide each tenant with faster and more accurate property management services.

You will soon be able to log in at [www.impaksolutions.com/jll](http://www.impaksolutions.com/jll) to submit your service requests, review the progress and history of your previous service requests, and view memos and notices from our property management office.

Please provide the names and email addresses of those on your staff who are responsible for communicating service requests to us. Optionally, you can provide us with a preferred username and password for each staff member who will need access to the new system.

Within a few days, each of the staff members listed below will receive an email confirming they have been set up in our system, and they can begin using it immediately. We hope you will find this new technology helpful, but you are still always welcome to contact us directly by phone or fax.

Thank you and best regards,

Wendy S. Trayler-Khadka  
Sr. General Manager

**- - - PLEASE COMPLETE THIS FORM AND EMAIL TO WENDY.TRAYLER@JLL.COM - - -**

Staff Member Name	Email Address	Username (5-10 numbers/characters each)	Password
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____