UNITED STATE NORTHERND	UPTCY COURT		
RC	OME DIVISI	ON	
In Re. Regional Housing and Community Services Corporation.	\$ \$ \$	Case No. <u>21-41034</u> Lead Case No. 21-41034	
Debtor(s)	§	⊠ Jointly Administered	
Monthly Operating Report		Chap	oter 11
Reporting Period Ended: 04/30/2025		Petition Date: 08/26/2021	
Months Pending: 45		Industry Classification: 6 2 3	3 3
Reporting Method: Accrual Basis	0	Cash Basis ()	
Debtor's Full-Time Employees (current):		0	
Debtor's Full-Time Employees (as of date of order for relie	ef):	0	

Supporting Documentation (check all that are attached):

(For jointly administered debtors, any required schedules must be provided on a non-consolidated basis for each debtor)

\boxtimes	Statement of cash receipts and disbursements
	Balance sheet containing the summary and detail of the assets, liabilities and equity (net worth) or deficit
	Statement of operations (profit or loss statement)
	Accounts receivable aging
\times	Postpetition liabilities aging
	Statement of capital assets
	Schedule of payments to professionals
	Schedule of payments to insiders
\boxtimes	All bank statements and bank reconciliations for the reporting period
	Description of the assets sold or transferred and the terms of the sale or transfer

/s/ Matthew W. Levin

Signature of Responsible Party

05/19/2025

Date

Matthew W. Levin

Printed Name of Responsible Party

4401 Northside Parkway, Suite 230 Atlanta, GA 30327 Address

STATEMENT: This Periodic Report is associated with an open bankruptcy case; therefor § 1320.4(a)(2) applies.



Part 1: C	Cash Receipts and Disbursements	Current Month	Cumulative
a. Cash	a balance beginning of month	\$212,048	
b. Total	l receipts (net of transfers between accounts)	\$86,496	\$6,705,288
c. Tota	l disbursements (net of transfers between accounts)	\$257,447	\$6,701,531
d. Cash	a balance end of month (a+b-c)	\$41,098	
e. Disb	ursements made by third party for the benefit of the estate	\$0	\$0
f. Tota	l disbursements for quarterly fee calculation (c+e)	\$257,447	\$6,701,531
	Asset and Liability Status	Current Month	
· •	erally applicable to Individual Debtors. See Instructions.) bunts receivable (total net of allowance)	¢0,	
		\$0	
	ounts receivable over 90 days outstanding (net of allowance)	\$0	
c. Inver		\$0	
	current assets	\$41,098	
	assets	\$41,098	
f. Postp	petition payables (excluding taxes)	\$30,648	
g. Postp	petition payables past due (excluding taxes)	\$28,419	
h. Postp	petition taxes payable	\$0	
i. Postp	petition taxes past due	\$0	
j. Total	l postpetition debt (f+h)	\$30,648	
k. Prepe	etition secured debt	\$0	
l. Prepe	etition priority debt	\$0	
m. Prepe	etition unsecured debt	\$92,193	
-	l liabilities (debt) (j+k+l+m)	\$122,841	
	ng equity/net worth (e-n)	\$-81,743	
Part 3: A	Assets Sold or Transferred	Current Month	Cumulative
Tata	l coch color mice for cocote cold/menofermed outside the ordinary		
	l cash sales price for assets sold/transferred outside the ordinary se of business	\$0	\$0
b. Tota	l payments to third parties incident to assets being sold/transferred ide the ordinary course of business	\$0	\$(
	cash proceeds from assets sold/transferred outside the ordinary		ψ
cours	se of business (a-b)	\$0	\$0
	Income Statement (Statement of Operations) erally applicable to Individual Debtors. See Instructions.)	Current Month	Cumulative
	s income/sales (net of returns and allowances)	\$0	
	of goods sold (inclusive of depreciation, if applicable)	\$0	
	ss profit (a-b)	\$0	
	ng expenses	\$0	
	eral and administrative expenses	\$0	
	er expenses	\$178,941	
	reciation and/or amortization (not included in 4b)	\$0	
h. Inter		\$0	
	est (local, state, and federal)	\$0	
I. IUAC			
	ganization items	\$78,506	

			Approved Current Month	Approved Cumulative	Paid Current Month	Paid Cumulative
Debto	or's professional fees & expenses (bankı	uptcy) Aggregate Total	\$0	\$0	\$50,000	\$2,490,74
Itemiz	zed Breakdown by Firm					
	Firm Name	Role				
i	Scroggins, Williamson & Ray	Lead Counsel	\$0	\$0	\$35,000	\$1,640,0
ii	GGG Partners, LLC	Financial Professional	\$0	\$0	\$15,000	\$645,0
iii	Kurtzman Carson & Associates	Other	\$0	\$0	\$0	\$205,7
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				Approved Current Month	Approved Cumulative	Paid Current Month	Paid Cumulative
b.	Debto	or's professional fees & expe	nses (nonbankruptcy) Aggregate Total				
	Itemiz	Itemized Breakdown by Firm					
		Firm Name	Role				
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c.	c. All professional fees and expenses (debtor & committees)				

Pa	rt 6: Postpetition Taxes	Current Month	Cumulative
a.	Postpetition income taxes accrued (local, state, and federal)	\$0	\$0
b.	Postpetition income taxes paid (local, state, and federal)	\$0	\$0
c.	Postpetition employer payroll taxes accrued	\$0	\$0
d.	Postpetition employer payroll taxes paid	\$0	\$0
e.	Postpetition property taxes paid	\$0	\$0
f.	Postpetition other taxes accrued (local, state, and federal)	\$0	\$0
g.	Postpetition other taxes paid (local, state, and federal)	\$0	\$0
Pa	rt 7: Questionnaire - During this reporting period:		
a.	Were any payments made on prepetition debt? (if yes, see Instructions)	Yes 🔿 No 💿	
b.	Were any payments made outside the ordinary course of business without court approval? (if yes, see Instructions)	Yes 🔿 No 💿	
c.	Were any payments made to or on behalf of insiders?	Yes 🔿 No 💿	
d.	Are you current on postpetition tax return filings?	Yes 💿 No 🔿	
e.	Are you current on postpetition estimated tax payments?	Yes 💿 No 🔿	
f.	Were all trust fund taxes remitted on a current basis?	Yes 💿 No 🔿	
g.	Was there any postpetition borrowing, other than trade credit? (if yes, see Instructions)	Yes 💿 No 🔿	
h.	Were all payments made to or on behalf of professionals approved by the court?	Yes • No O N/A (\bigcirc
i.	Do you have: Worker's compensation insurance?	Yes 💿 No 🔿	
	If yes, are your premiums current?	Yes No N/A ((if no, see Instructions)
	Casualty/property insurance?	Yes 🔿 No 💿	
	If yes, are your premiums current?	Yes 🔿 No 🔿 N/A (• (if no, see Instructions)
	General liability insurance?	Yes 🔿 No 💿	
	If yes, are your premiums current?	Yes 🔿 No 🔿 N/A (• (if no, see Instructions)
j.	Has a plan of reorganization been filed with the court?	Yes 🔿 No 💿	
k.	Has a disclosure statement been filed with the court?	Yes 🔿 No 💿	
1.	Are you current with quarterly U.S. Trustee fees as set forth under 28 U.S.C. § 1930?	Yes 💿 No 🔿	

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Debtor's Name Regional Housing and Community Services Corporation.

Case No. 21-41034

Pa	rt 8: Individual Chapter 11 Debtors (Only)	
a.	Gross income (receipts) from salary and wages	\$0
b.	Gross income (receipts) from self-employment	\$0
c.	Gross income from all other sources	\$0
d.	Total income in the reporting period (a+b+c)	\$0
e.	Payroll deductions	\$0
f.	Self-employment related expenses	\$0
g.	Living expenses	\$0
h.	All other expenses	\$0
i.	Total expenses in the reporting period (e+f+g+h)	\$0
j.	Difference between total income and total expenses (d-i)	\$0
k.	List the total amount of all postpetition debts that are past due	\$0
1.	Are you required to pay any Domestic Support Obligations as defined by 11 U.S.C § 101(14A)?	Yes 🔿 No 💿
m.	If yes, have you made all Domestic Support Obligation payments?	Yes 🔿 No 🔿 N/A 💿

Privacy Act Statement

28 U.S.C. § 589b authorizes the collection of this information, and provision of this information is mandatory under 11 U.S.C. § 704, 1106, and 1107. The United States Trustee will use this information to calculate statutory fee assessments under 28 U.S.C. § 1930(a)(6). The United States Trustee will also use this information to evaluate a chapter 11 debtor's progress through the bankruptcy system, including the likelihood of a plan of reorganization being confirmed and whether the case is being prosecuted in good faith. This information may be disclosed to a bankruptcy trustee or examiner when the information is needed to perform the trustee's or examiner's duties or to the appropriate federal, state, local, regulatory, tribal, or foreign law enforcement agency when the information indicates a violation or potential violation of law. Other disclosures may be made for routine purposes. For a discussion of the types of routine disclosures that may be made, you may consult the Executive Office for United States Trustee's systems of records notice, UST-001, "Bankruptcy Case Files and Associated Records." *See* 71 Fed. Reg. 59,818 et seq. (Oct. 11, 2006). A copy of the notice may be obtained at the following link: http:// www.justice.gov/ust/eo/rules_regulations/index.htm. Failure to provide this information could result in the dismissal or conversion of your bankruptcy case or other action by the United States Trustee. 11 U.S.C. § 1112(b)(4)(F).

I declare under penalty of perjury that the foregoing Monthly Operating Report and its supporting documentation are true and correct and that I have been authorized to sign this report on behalf of the estate.

/s/ Katie S. Goodman

Signature of Responsible Party

Chief Restructuring Officer

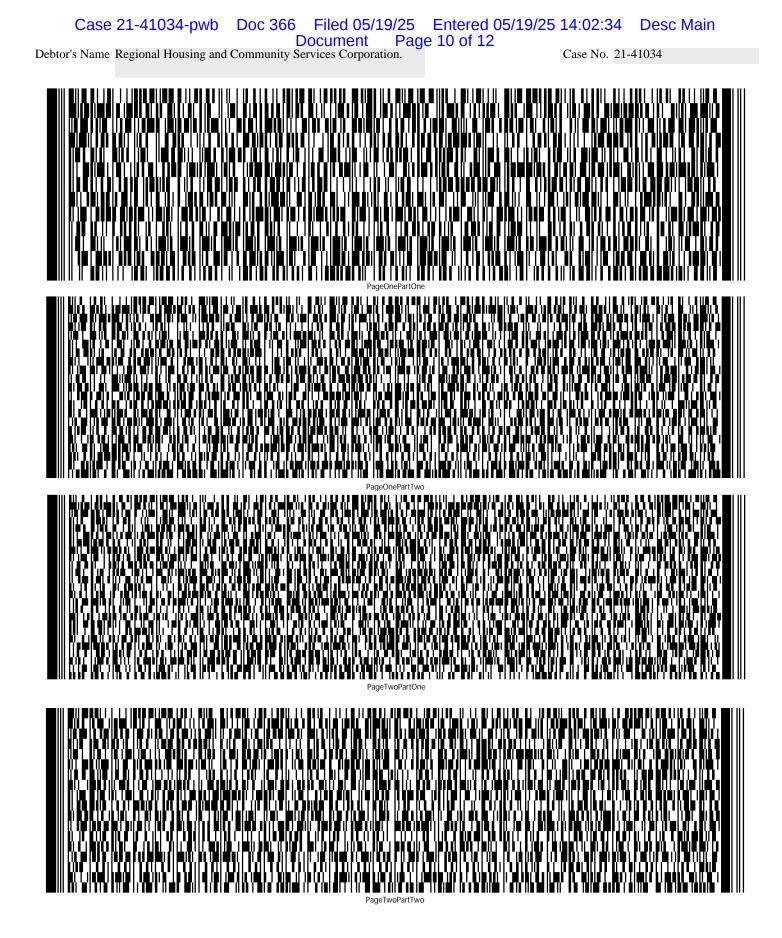
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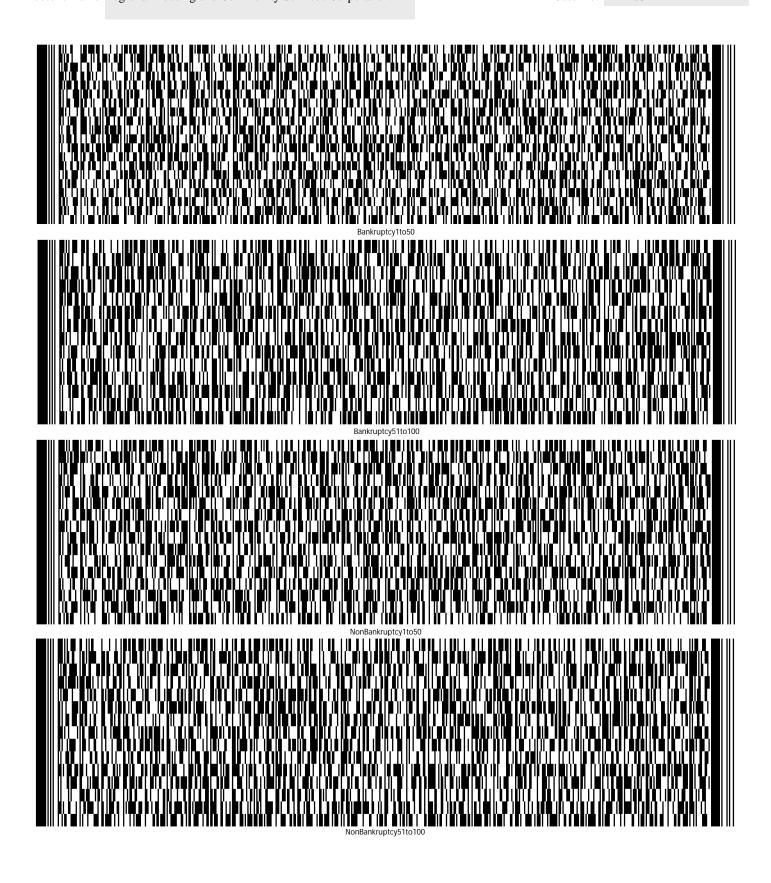
Katie S. Goodman

Printed Name of Responsible Party

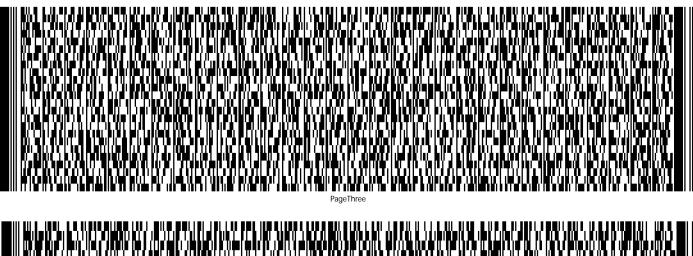
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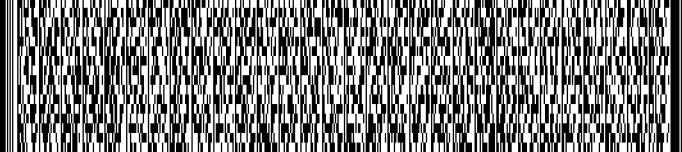
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In re: Regional Housing and Community Services Corporation Case No: 21-41034

<u>Notes</u>

1) Payments to Professionals

\$35,000 was paid by Regional Housing and Community Services Corporation (Case No: 21-41034) to Scroggins, Williamson & Ray to hold in escrow for the payment of its fees and \$15,000 was paid to GGG Partners to hold in escrow for the payment of its fees.

2) Post-petition Borrowings

The Debtors in these related cases collectively borrowed \$125,000 during the month from Ecofin Direct Municipal Opportunities Fund, LP and Ecofin Tax-Advantaged Social Impact Fund, Inc., pursuant to Orders of the Bankruptcy Court. See Docket Nos. 35 and 58 in the lead case, Case No. 21-41034. The Debtors are jointly and severally liable on the debt.

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Regional Housing & Community Services Corporation				
Schedule of Cash Receipt	ts and Disbursements			
Case # 21-41034	Apr-25			
Beginning Balance	\$ 212,048.45			
Cash Receipts	\$ 125,000.00			
Cash Disbursements	\$ 295,950.35			
Ending Balance	\$ 41,098.10			

EXPENDITURES NET OF INTERCOMPANY TRANSFERS				
Professional Fees	\$	50,000.00		
United States Trustee	\$	28,506.00		
Bank Fees	\$	5.29		
Other	\$	47,456.19		
Insurance	\$	131,479.08		
Total	\$	257,446.56		

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CREDITS			
Operating			
Date	Description	Amount	Account / Category
4/8/25		\$ 87,500.00	
4/8/25		\$ 37,500.00	
., ., .	Subtotal	\$ 125,000.00	
CREDITS		+	
Utilities			
Date	Description	Amount	Account / Category
	None		
	Subtotal	\$ -	
	Total	\$ 125,000.00	
DEBITS			
Operating			
Date	Description	Amount	Account / Category
	Transfer to Montgomery 2	\$ 402.02	
	Scroggins & Williamson	\$ 50,000.00	-
	АСН Рау	\$ 4,000.00	
	Quarterly Fee	\$ 23,553.75	
	Quarterly Fee	\$ 4,952.25	
	Transfer to Montgomery 2	\$ 2,280.52	
	Propel Insurance	\$ 114,876.70	
	Transfer to Montgomery 2	\$ 899.60	
	Bill.com	\$ 43,211.19	Other
	Transfer to Montgomery 2	\$ 4,284.54	
	Transfer to Douglas	\$ 18,768.98	
	Transfer to Columbus	\$ 378.08	
	Transfer to Rome	\$ 180.72	***9152
	Transfer to Montgomery 2	\$ 180.15	***2219
	Transfer to Columbus Propco	\$ 75.04	***0021
	Transfer to Douglas	\$ 75.04	***5945
4/23/24	Transfer to Gainesville	\$ 75.04	***6868
	Transfer to Montgomery 2	\$ 75.04	
	Transfer to Savannah	\$ 75.04	
	Transfer to Douglas	\$ 4,583.47	
4/25/25		\$ 16,602.38	
	Bill.com	\$ 245.00	Other
	Transfer to Montgomery 2	\$ 4,465.98	***2219
	Transfer to Douglas	\$ 1,704.53	
	Subtotal	\$ 295,945.06	
DEBITS			
Utilities			
Date	Description	Amount	Account / Category
4/22/25	Bank fee	\$ 5.29	Bank Fees
	Subtotal	\$ 5.29	
	Total	\$ 295,950.35	

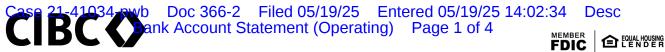
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Accounts Payable

	0-30	31-60	61-90	91-120	121-	Total	
НМР	0.00	0.00	27,993.15	0.00	0.00	27,993.15	*
КСС	2,228.69	0.00	0.00	0.00	0.00	2,228.69	
Philadelphia Insurance	0.00	425.90	0.00	0.00	0.00	425.90	**
Total	2,228.69	425.90	27,993.15	0.00	0.00	30,647.74	-

* HMP is management company will pay

** Paid in May



120 S. LaSalle Street Chicago, IL 60603 **Address Service Requested** Last Statement: March 31, 2025 Statement Ending: April 30, 2025 Total Days in Statement Period: 30

Page 1 of 3

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REGIONAL HOUSING&COMMUNITY SERVICES CORP **OPERATING ACCOUNT** CASE #21-41034 1033 DEMONBREUN ST SUITE 300 NASHVILLE TN 37203-4512

Customer Service Information



For Personal Assistance, Call: 312 564-1231 SAM DENDRINOS



www.cibc.com/US



Written Inquiries: CIBC Bank USA 120 South LaSalle Street Chicago, IL 60603

Account Number:

BUSINESS CHECKING

Balance Summary

Beginning Balance as of 03/31/25	\$ 174,811.00
+ Deposits and Credits (2)	125,000.00
- Withdrawals and Debits (24)	295,945.06
Ending Balance as of 04/30/25	\$ 3,865.94
Average Balance	\$ 116,182.03
Low Balance	\$ 3,865.94

Debits

Date	Description	Subtractions
04/08	Cash Mgmt Trsfr Dr REF 0980938LFUNDS TRANSFER TODEP 2219 FROM	402.02
04/10	Term-outgoing Wt/Dom 2026458663SCROGGINS AND WILL 026009593/ROC/2510010033801663	50,000.00
04/10	Preauthorized Wd RHCSCACH PAY250410	4,000.00
04/11	Preauthorized Wd QUARTERLY FEEPAYMENT250411 0000	23,553.75
04/11	Preauthorized Wd QUARTERLY FEEPAYMENT250411 0000	4,952.25
04/14	Cash Mgmt Trsfr Dr REF 1041052LFUNDS TRANSFER TODEP 2219 FROM	2,280.52
04/14	Preauthorized Wd PROPEL INSURANCEPAYMENTS250414 23554858	114,876.70
04/16	Cash Mgmt Trsfr Dr REF 1060946LFUNDS TRANSFER TODEP 2219 FROM	899.60
04/18	Preauthorized Wd BILL.comPAYABLESMULTIPLE PAYMENTS BILL.com PAYABLES015UMVUCQPGFL0K	43,211.19
04/21	Cash Mgmt Trsfr Dr REF 1110941LFUNDS TRANSFER TODEP 2219 FROM	4,284.54

Thank you for banking with CIBC

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Keeping	To keep your financial records in good order, it is important to balance each of your checking accounts as soon as you
Good	receive a statement. We suggest you use this easy balancing method to detect errors early so they can be resolved as soon as possible in accordance with the Account Agreement.
Records	If you find an error, immediately call or write us at the phone number and address on this statement.

THIS FORM WILL HELP YOU BALANCE YOUR CHECKBOOK

CHECKS OUTSTANDING NOT CHARGED TO YOUR ACCOUNT							
Check No.	Check No. Amount Check No. Amount						
TOTAL	\$		TOTAL	\$			

ENDING BALANCE Shown on this statement

ADD (+)

Deposits and other credits made but not shown on this statement

TOTAL

\$

SUBTRACT (-) Total of checks outstanding

Current Checkbook Balance

ADD (+) Interest earned from this statement

SUBTRACT (-)

BALANCE

Miscellaneous charges from this statement

NEW CHECKBOOK BALANCE

Should agree with **BALANCE** line

DEPOSIT ACCOUNT INFORMATION

IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS (FOR CONSUMER ACCOUNTS ONLY)

Please call or write us at the phone number or address on this statement as soon as you can if you think your statement or receipt is wrong or if you need more information about a transfer on the statement or receipt. We must hear from you no later than sixty (60) days after we sent the FIRST statement on which the problem or error appeared.

- 1. Provide your name and account number.
- 2. Describe the error or transfer you are unsure about and explain, as clearly as you can, why you believe it is an error or why you need more information.
- 3. Tell us the dollar amount of the suspected error.

We will investigate your complaint and will correct any error promptly. If we take more than ten (10) business days to do this, we will re-credit your account for the amount you think is in error, so that you have use of the money during the time it takes to complete our investigation.

To Report Lost or Stolen ATM / Debit Cards, Please Call The Emergency Help Desk (24 Hours) 800 236-2442



GENERAL CONTACT INFORMATION

By Phone: Client Support Center 877 448-6500 CIBC Telephone Banking (24 Hours) 877 825-5554 CIBC NetBanking Help Desk (24 Hours) 877 327-7375 CIBC Business NetBanking Help Desk Monday – Friday: 7:00 am – 8:00 pm CST 800 733-9970

By Email: cibcusadmin@cibc.com **By Mail:** Client Support Center CIBC Bank USA 120 South LaSalle Street Chicago, IL 60603

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Chicago, IL 60603

REGIONAL HOUSING&COMMUNITY SERVICES CORP Statement Ending: April 30, 2025 Page 2 of 3

BUSINESS CHECKING (continued)
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Account Number:

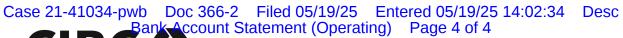
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Debits (continued)

Date	Description	Subtractions
04/23	Cash Mgmt Trsfr Dr	18,768.98
	REF 1130957LFUNDS TRANSFER TODEP 9218	,
	FROM	
04/23	Cash Mgmt Trsfr Dr	378.08
	REF 1130957LFUNDS TRANSFER TODEP 6329 FROM	
04/23	Cash Mgmt Trsfr Dr	180.72
	REF 1130958LFUNDS TRANSFER TODEP 2219 FROM	
04/23	Cash Mgmt Trsfr Dr	180.15
	REF 1130958LFUNDS TRANSFER TODEP 9152 FROM	
04/23	Cash Mgmt Trsfr Dr	75.04
	REF 1130957LFUNDS TRANSFER TODEP 0021	
04/23	Cash Mgmt Trsfr Dr	75.04
• •	REF 1130957LFUNDS TRANSFER TODEP 5945	
	FROM	
04/23	Cash Mgmt Trsfr Dr	75.04
	REF 1130958LFUNDS TRANSFER TODEP 6868 FROM	
04/23	Cash Mgmt Trsfr Dr	75.04
0 1/20	REF 1130958LFUNDS TRANSFER TODEP	10.01
	FROM	
04/23	Cash Mgmt Trsfr Dr	75.04
	REF 1130959LFUNDS TRANSFER TODEP 1793	
	FROM	
04/24	Cash Mgmt Trsfr Dr	4,583.47
	REF 1141116LFUNDS TRANSFER TODEP 9218 FROM	
04/25	Preauthorized Wd	16,602.38
	IPFS800-584-9969IPFSPMTGAA250425	
	D66169	
04/25	Preauthorized Wd	245.00
	BILL.comPAYABLESROME HYDRO-TEST IN	
04/00	C BILL.com 015JBLAUPUGQD9Q INV 1028648-ROME ADJ	4 465 00
04/28		4,465.98
	REF 1180858LFUNDS TRANSFER TODEP 2219 FROM	
04/28	Cash Mgmt Trsfr Dr	1,704.53
0.720	REF 1180857LFUNDS TRANSFER TODEP 9218	1,704.00
	FROM	

Credits

Date 04/08	Description Incoming Wire-dom	Additions 87,500.00
04/08	683718DD-569F-4C67-8A37-59664E517145503 CP DIRECT MUNI /ROC/250408B008FR Incoming Wire-dom	27 500 00
04/08	877109B7-6F32-4F26-97E5-6A05FE4B1213TAX-EXEMPT PRIVATE /ROC/250408B008FV	37,500.00





REGIONAL HOUSING&COMMUNITY SERVICES Statement Ending:

CORP April 30, 2025 Page 3 of 3

BUSINESS CHECKING (continued)

Chicago, IL 60603

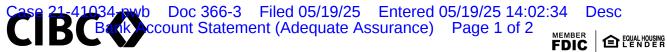
Account Number: 3242

Daily Balances

Date	Amount	Date	Amount	Date	Amount
03/31	174,811.00	04/16	98,846.16	04/24	26,883.83
04/08	299,408.98	04/18	55,634.97	04/25	10,036.45
04/10	245,408.98	04/21	51,350.43	04/28	3,865.94
04/11	216,902.98	04/23	31,467.30	04/30	3,865.94
04/14	99,745.76				

Overdraft/Return Item Summary

Description	Total for this Period	Total Year to Date
Total Overdraft Fees	\$0.00	\$0.00
Total Returned Items	\$0.00	\$0.00



120 S. LaSalle Street Chicago, IL 60603 **Address Service Requested** Last Statement: March 31, 2025 Statement Ending: April 30, 2025 Total Days in Statement Period: 30

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9202

Subtractions

5.29

REGIONAL HOUSING&COMMUNITY SERVICES CORP DEBTOR IN POSSESION CASE #21-41034 1033 DEMONBREUN ST SUITE 300 NASHVILLE TN 37203-4512

Customer Service Information



For Personal Assistance, Call: 312 564-1231 SAM DENDRINOS



Visit Us Online: www.cibc.com/US



Written Inquiries: **CIBC Bank USA** 120 South LaSalle Street Chicago, IL 60603

Account Number:

BUSINESS CHECKING

Balance Summary

Beginning Balance as of 03/31/25	\$ 37,237.45
+ Deposits and Credits (0)	0.00
- Withdrawals and Debits (1)	5.29
Ending Balance as of 04/30/25	\$ 37,232.16
Average Balance	\$ 37,235.86
Low Balance	\$ 37,232.16

Debits

Date	Description
04/22	Maintenance Fee
	ANALYSIS ACTIVITYFOR 03/25

Daily Balances

Date	Amount	Date	Amount	Date	Amount
03/31	37,237.45	04/22	37,232.16	04/30	37,232.16

Overdraft/Return Item Summary

Description	Total for this Period	Total Year to Date
Total Overdraft Fees	\$0.00	\$0.00
Total Returned Items	\$0.00	\$0.00

Case 21-41034-pwb Doc 366-3 Filed 05/19/25 Entered 05/19/25 14:02:34 Desc Bank Account Statement (Adequate Assurance) Page 2 of 2

Keeping
 Good
 Records
 To keep your financial records in good order, it is important to balance each of your checking accounts as soon as you receive a statement. We suggest you use this easy balancing method to detect errors early so they can be resolved as soon as possible in accordance with the Account Agreement.
 If you find an error, immediately call or write us at the phone number and address on this statement.

THIS FORM WILL HELP YOU BALANCE YOUR CHECKBOOK

CHECKS OUTSTANDING NOT CHARGED TO YOUR ACCOUNT				
Check No.	Amount		Check No.	Amount
TOTAL	\$		TOTAL	\$

ENDING BALANCE Shown on this statement

ADD (+)

Deposits and other credits made but not shown on this statement

TOTAL

\$

SUBTRACT (-) Total of checks outstanding

Current Checkbook Balance

ADD (+) Interest earned from this statement

SUBTRACT (-)

BALANCE

Miscellaneous charges from this statement

NEW CHECKBOOK BALANCE

Should agree with **BALANCE** line

DEPOSIT ACCOUNT INFORMATION

IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS (FOR CONSUMER ACCOUNTS ONLY)

Please call or write us at the phone number or address on this statement as soon as you can if you think your statement or receipt is wrong or if you need more information about a transfer on the statement or receipt. We must hear from you no later than sixty (60) days after we sent the FIRST statement on which the problem or error appeared.

- 1. Provide your name and account number.
- 2. Describe the error or transfer you are unsure about and explain, as clearly as you can, why you believe it is an error or why you need more information.
- 3. Tell us the dollar amount of the suspected error.

We will investigate your complaint and will correct any error promptly. If we take more than ten (10) business days to do this, we will re-credit your account for the amount you think is in error, so that you have use of the money during the time it takes to complete our investigation.

To Report Lost or Stolen ATM / Debit Cards, Please Call The Emergency Help Desk (24 Hours) 800 236-2442



GENERAL CONTACT INFORMATION

By Phone: Client Support Center 877 448-6500 CIBC Telephone Banking (24 Hours) 877 825-5554 CIBC NetBanking Help Desk (24 Hours) 877 327-7375 CIBC Business NetBanking Help Desk Monday – Friday: 7:00 am – 8:00 pm CST 800 733-9970

By Email: cibcusadmin@cibc.com **By Mail:** Client Support Center CIBC Bank USA 120 South LaSalle Street Chicago, IL 60603