

My name is Kalista Ewer and I am testifying in support of HB 3588 on behalf of Work-Collective, a co-working business located in Bend Oregon. I am the Community Manager of Work-Collective and have been working alongside the owners, Sara and Kent Odendahl for the past two years.

As Sara mentioned in her testimony, Work-Collective has over 200 members with 88 members using our address for business purposes. They are both fully virtual businesses, as well as local entrepreneurs, small business owners and health care professionals who need a physical address to register their business.

We are required to be a CMRA in accordance with USPS regulations in order to offer this important service to our members. However, this designation has caused many of our members' registrations to be rejected, despite the fact that we are their primary place of business. As a coworking space, we are both. One example is one of our members who is a one-woman pet services business owner. Her primary service is pet sitting in her clients' homes, so she signed up for a membership at our coworking to have a place for administrative work, and to have a business address for mail. However, she was unable to register her business with the SOS because the address was flagged and therefore not accepted. For security reasons, she was not comfortable using her home address, since it is public information. She cancelled her membership with us, and had to spend more money to get a registered agent. We lost her business as a result of the regulation, and she spent more money for fewer services, putting a strain on her own business. This client does not need, nor can she afford, to have a physical office building, and coworking was the perfect solution for her, until she could not register her business. She couldn't afford both a membership with us and a registered agent.

We have now lost a handful of our customers for the same reason, and have had others drop their mail service because they were unable to use the address for registering their business. We lose \$45-110 per member because of this.

We take compliance with USPS regulations seriously and have even turned away customers who refused to complete the form. Our team is trained on the process, which includes verification of two separate, acceptable IDs to ensure photo identification and address verification. Our clients mostly come into our office and complete this process in person, but in the event they cannot, we require the form to be notarized. We then capture copies of the form and both IDs in order to upload everything to the USPS database. We also submit our quarterly report to the USPS through their gateway website. We manually verify and approve every application. Additionally, our customers that use our address to register their business are also signing up for a membership that includes access to the workspace. These members can work in our flex space and use our conference rooms for their business needs.

HB 3588 addresses an unnecessary barrier for small business owners and coworking spaces alike. Thank you for your consideration of this bill and I urge you to support it.