The CrossFire$^{\rightarrow}$ System

Product Specifications:

CrossFire Enterprise Leasing

May 2008

Version 1.0

The CrossFire System

Contents

Introduction

Access and use of CrossFire→ product centers at a particular site is governed by a CrossFire Product Center Use Agreement. The Use Agreement contains a Product Center Warranty that states that each product center will perform the functions applicable to the product center set forth in the then most current version of these specifications.

Thus, the most current version of these specifications is an integral part of the overall agreement between RealPage, Inc., and Licensees of CrossFire product centers.

User Authorization

Authorized Users

Site Owner's access to and use of the CrossFire System shall, at times, be limited to employees and agents of Site Owner, each of whom shall have been identified by the Site Owner to Provider as an authorized user (an "Authorized User"). Site Owner shall permit only Authorized Users to access and use the CrossFire System. Site Owner must not permit any other entity to access and use the CrossFire System without the permission of Provider. Site Owner shall ensure that all Authorized Users of Site Owner's passwords comply with these terms and conditions of use. Site Owner shall not permit anyone who has not been designated as an Authorized User to obtain or use an assigned password, nor permit anyone who has ceased to be an Authorized User to continue to use an assigned password.

Site Owner's Agents

Any agent of Site Owner accessing and using the CrossFire System on behalf of Site Owner shall, prior to such access and use, agree to be bound in its individual capacity to all of these terms and conditions of use by means of acceptance of a CrossFire System Agent's Master Agreement.

Passwords

Site Owner will be solely responsible for the confidentiality of the passwords used to access the CrossFire System and will be solely responsible for any and all losses and damages to either Party resulting from the loss, theft, or misuse thereof, or from Site Owner's failure to maintain, the confidentiality of Site Owner's passwords.

On-Demand Learning User Access

Access to CrossFire On-Demand Learning requires activation within CrossFire Setup options. Once CrossFire On-Demand Learning has been activated for a property, all users assigned a CrossFire role within the property will be able to access CrossFire On-Demand Learning web-based training courses. Authorized users may easily access the menu of available CrossFire product center courses by selecting the Learning tab. Selecting the desired class launches the user's web-based learning experience.

SPECIFICATIONS – VERSION 1.0

Overview

CrossFire Enterprise Leasing is an easy-to-use online apartment leasing system that enables prospects to pre-qualify for apartment homes, complete their lease applications, and sign their lease—all online—24 hours a day. CrossFire Enterprise Leasing collects fees and deposits throughout the leasing process, including pre-qualification (screening), reservation, and application fees and deposits. CrossFire Enterprise Leasing gives prospects real-time access to floor plans, amenities, and availability information. Prospects that start the leasing process online can complete the leasing process at the site or vice-versa. This system is also configurable to match leasing processes at the site.

CrossFire Enterprise Leasing is an enterprise-wide leasing system that requires the following RealPage products: OneSite Leasing & Rents, OneSite Payments, OneSite Document Management, CrossFire Leads, M/PF YieldStar Price Optimizer, and LeasingDesk Screening.

CrossFire Enterprise Leasing

CrossFire Enterprise Leasing fulfills the following tasks and services:

- **Pricing and Availability**
- **Screening and Reservations**
- **Application and Lease Execution**
- **General Functions**

Detailed Specifications

Pricing and Availability

- **Presents real-time unit availability to online prospects**
  - Provides real-time unit availability
  - Allows users to customize how available apartments are displayed to prospects
- **Presents quotes**
  - Provides an optimized rent range for each unit based on move-in date and lease term
  - Quotes are based on real-time data
  - Property can customize length of time for a quote to be valid
- **Integrates with property websites and most major Internet Listing Services**
  - The system works within existing websites
  - Customizable workflow and branding (Additional fees apply)
  - Allows property website to link to a view of available units
- **Allows the prospect to virtually tour rooms and facilities**
  - Kitchen
  - Living room
  - Bathroom
  - Bedroom areas
  - Common areas
  - Amenities
- **Automatic guest card creation**
  - Information automatically creates a guest card in prospect management
  - The system will enter guest cards seamlessly into OneSite Leasing & Rents
  - The system will generate and send e-mail messages to prospects as they move through the system
- **Prospect Portal creation**
  - Prospect is prompted to create a unique identifier
  - Prospect portal password is used for the eSignature process
  - Prospect portal ensures security during lease execution.

Screening and Reservations

- **Allows prospects to reserve units online**
  - Allows prospects to select and reserve a unit online
  - Allows leasing office to determine reservation fees
  - Allows leasing office to determine reservation expiration
  - Immediately removes reserved units from availability
  - Permits credit cards or an ACH (e-Check) for processing reservation fee
  - Prospect can log in to the portal to view reservation
- **Permits prospects to pre-qualify for a unit (Pre-Screen)**
  - Pre-qualifies prospects an apartment
  - Pre-qualification results are available in about 15 seconds
  - Apartments that prospects have qualified for are reserved and removed from availability
  - Settings enable sites to configure their screening settings
  - Permits credit cards or an ACH (e-Check) for processing screening fees

■ Prospects can log in to portal to view screening results

Application and Lease Execution

- **Permits prospects to complete application online**
  - ■ Allows prospects to fill out an application online
  - ■ Provides secure location for prospect's personal information
  - ■ Ensures site's needs are met by providing customizable settings
  - ■ Enables prospects to start the leasing process online and complete the process at the site or vice-versa
  - ■ Prompts prospect to enter their password they set up for their prospect portal account
- **Permits prospects to sign lease online**
  - ■ Enables an applicant to digitally execute a document over the web
  - ■ Uses a secure algorithm that binds the document signer identification and authentication, and the document thumbprint, into a single unique identifying number
  - ■ Digitally stamps lease with an ESA seal
  - ■ Prospects can sign multiple forms required by the property
  - ■ A progress ledger shows all forms to be signed and progress thereof
  - ■ Signed document is stored in a tamper-proof storage system

General Functions

- **Transaction activity is posted in OneSite Leasing & Rents**
  - ■ Registers quotes
  - ■ Tracks pre-qualifications
  - ■ Transaction activity is posted in OneSite Leasing & Rents (e.g. quotes, apply/pre-screen, unit reservations)
- **Customizable workflow and branding (Additional fees apply)**
- **Configurable to match leasing processes at the site**
  - ■ Customizable fees
  - ■ Option to allow online reservations or not
  - ■ Option to allow online quotes for prospects or not
  - ■ Controls in place to manage which units are shown as available online
- **Allows prospect to start and stop the leasing process at anytime**
  - ■ Prospect's information is saved
  - ■ Prospect can log in and resume leasing process where they left off
- **E-mails are sent throughout the duration of the online leasing process**
  - ■ After registration with name, password, phone number, and e-mail address
  - ■ After screening
  - ■ After completion of the lease application online
  - ■ After signing the lease

California Consumer Privacy Act of 2018 ("CCPA") Data Processing Statement

This CCPA Data Processing Statement applies to "Personal Information" of a "Consumer" as those terms are defined under the CCPA (referred to hereafter as "Personal Data") that RealPage processes in the course of providing services under the Product Center ("Services") governed by the Agreement to Customer.

RealPage understands the terms in this CCPA Data Processing Statement and agrees to comply with them. The terms of this CCPA Data Processing Statement will prevail in connection with the purpose and scope of this CCPA Data Processing Statement over any conflicting terms in the Agreement.

- Customer's Role. The Customer is a for profit entity that determines the purpose and means of processing Personal Data. Customer will provide Personal Data to RealPage solely for the purpose of RealPage performing the Services.
- RealPage's Role. RealPage shall provide the Services and process any Personal Data in accordance with the Agreement. RealPage may not retain, use, or disclose Personal Data for any other purpose other than for providing the Services and in performance of the Agreement.
- Data Processing, Transfers and Sales. RealPage will process Personal Data only as necessary to perform the Services, and will not, under any circumstances, collect, use, retain, access, share, transfer, or otherwise process Personal Data for any purpose not related to providing such Services. RealPage will refrain from taking any action that would cause any transfers of Personal Data to or from RealPage to qualify as "selling personal information" as that term is defined under the CCPA.
- Sub-Service Providers. Notwithstanding the restrictions in Section 2.3, Customer agrees that RealPage may engage other Service Providers (as defined under the CCPA), to assist in providing the Services to Customer ("Sub-Service Providers"). RealPage carries out appropriate due diligence on each Sub-Service Provider and the arrangement between RealPage and each Sub-Service Provider is governed by a written contract which includes terms substantially equivalent to those set out in this CCPA Data Processing Statement.
- Security. RealPage will use commercially reasonable security procedures that are reasonably designed to maintain an industry-standard level of security, prevent unauthorized access to and/or disclosure of Personal Data.
- Retention. RealPage will retain Personal Data in accordance with Customer instructions, the terms of the Agreement, or any applicable law(s), whichever requirement is controlling under the circumstances. At the termination of this CCPA Data Processing Statement, or upon Customer's written request, RealPage will either destroy or return Personal Data to the Customer, unless legal obligations require storage of the Personal Data.
- Assistance with Consumers' Rights Requests. If RealPage, directly or indirectly, receives a request submitted by a Consumer to exercise a right it has under the CCPA in relation to that Consumer's Personal Data, it will provide a copy of the request to the Customer. The Customer will be responsible for handling and communicating with Consumers in relation to such requests.
- Enforceability. Any provision of this CCPA Data Processing Statement that is prohibited or unenforceable shall be ineffective to the extent of such prohibition or unenforceability without invaliding the remaining provisions hereof. The parties will attempt to agree upon a valid and enforceable provision that is a reasonable substitute and shall then incorporate such substitute provision into this CCPA Data Processing Statement.