



The CrossFire[®] System

Product Specifications:

CrossFire Living Online Renewals with CrossFire eSignature

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Version 1.2

Highly Confidential

The CrossFire System

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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

Overview

CrossFire Living Online Renewals with CrossFire eSignature is an easy-to-use online renewal system that enables residents to execute lease renewal documents online, 24 hours a day. Residents that start the renewal process online can complete the renewal process at the site or vice versa. This system is also configurable to match renewal processes at the site.

CrossFire Living Online Renewals with CrossFire eSignature

CrossFire Living Online Renewals with CrossFire eSignature fulfills the following tasks and services:

- Permits the property to set up custom texts for various areas of Online Renewals process
- Permits the property to offer amenities as upgrades online
- Permits the property to offer incentives online
- Sends the renewal offer invitations that are generated by leasing consultants to the resident by e-mail
- Permits the residents to review and choose a renewal offer online
- Permits the residents to select upgrades online
- Permits the residents to select incentive online
- Permits the property to set up “additional terms” options online for selection
- Permits the residents to sign renewal documents online
- Transaction activity is posted in OneSite Leasing & Rents

Detailed Specifications

- **Permits the property to set up custom texts for various areas of Online Renewals process**
 - Allows property to customize verbiage for the renewal offer invite e-mail message
 - Allows property to customize verbiage for the “Lease Renewal Notice”
 - Allows property to customize verbiage for Step 1 of Online Renewals “Choose a renewal offer”
- **Permits the property to offer amenities as upgrades online**
 - Allows property to set up amenities in Leasing & Rents setup to offer as upgrades online
 - Allows property to indicate which floor plans to offer the amenity online as upgrade
 - Allows property to associate a marketing name, marketing description, and a marketing image to the amenity
- **Permits the property to offer incentives online**
 - Allows property to set up incentives to be offered online
 - Allows property to associate a marketing name, marketing description, and a marketing image to the incentive
 - Allows property to manage when to offer the incentives online
 - Allows property to manage which lease terms to offer the incentives online
 - Allows property to set up incentives to incent their MTM residents to renew for a lease term
- **Sends the renewal offer invitations that are generated by leasing consultants to the resident by e-mail**
 - E-mail message sent to resident including a link to the resident portal
 - Property has an option to send the renewal offers to the residents by e-mail
 - E-mail messages are sent to all household lease signers when a renewal offer is chosen online
 - Offer removed from resident portal when it expires or resident accepts an offer
 - E-mail message is sent once an online renewal has been completed
- **Permits the residents to review and choose a renewal offer online**
 - A renewal offer created in OneSite Leasing & Rents is displayed online
 - When multiple household members exist, the system displays a message to confirm that the resident is accepting for the household
 - When a renewal offer is chosen online, it is shown as selected in OneSite Leasing & Rents
 - An online renewal selection can be deselected in OneSite Leasing & Rents with the provision a reason to undo is required and an e-mail message will be sent to the resident
- **Permits the residents to select upgrades online**
 - Amenities can be set up in Leasing & Rents to be offered online as upgrade options for specific floor plans
 - Residents can view marketing information for the upgrade if set up
- **Permits the residents to select incentive online**
 - Incentives for lease terms will be presented online for selection when renewing
 - Residents can view marketing information for the incentive if set up
- **Permits to present “additional terms” options online for selection**

- Option selections for additional agreement terms are presented online during renewals if set up for Blue Moon or custom forms in Document Management
- Selected option is reflected in the lease form for signature
- **Permits the residents to sign renewal documents online**
 - Enables a resident to digitally execute a document over the Web
 - Uses a secure algorithm that binds the document signer identification and authentication, and the document thumb print, into a single unique identifying number
 - Digitally stamps electronic lease with an ESA seal
 - Resident can sign multiple forms required by the property
 - A progress ledger shows all forms to be signed and progress thereof
 - Signed documents are stored in a tamper-proof storage system
 - Signed renewal documents are viewable through the resident portal
 - Message displayed on the resident portal when renewal process has been completed by the resident
 - Message displayed on the resident portal when the leasing office has executed the lease
- **Transaction activity is posted in OneSite Leasing & Rents**
 - Allows residents to start and stop the renewal process at any time
 - Resident's information is saved
 - Residents can log in and resume renewal process where they left off
 - E-mail messages are sent throughout the duration of the online renewal process
 - To initiate renewal offer
 - To present the renewal offers
 - To indicate a renewal offer has been chosen with the selected incentive and/or upgrades (if any)
 - A copy is BCC'd to the leasing consultant set up
 - To indicate completion of the renewal document execution with the selected incentive and/or upgrades (if any)
 - A copy is BCC'd to the leasing consultant set up
 - Online activities are recorded on the resident activity
 - When a renewal offer is sent by e-mail
 - When a renewal offer is viewed online
 - When a renewal offer is selected online
 - When a renewal offer is accepted online
 - When a renewal lease document has been signed online

1. 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.

- 1.1. 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.
- 1.2. 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.
- 1.3. 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.
- 1.4. 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.
- 1.5. 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.
- 1.6. 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.
- 1.7. 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.
- 1.8. 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 invalidating 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.