

PRODUCT SPECIFICATIONS FOR PROPERTYWARE PROPERTY MANAGEMENT SERVICE

UPDATED: March 5, 2020

These Product Specifications describe the current functionality and certain dependencies of the above-referenced product center (the “Product Center”). Access to and use of the Product Center is governed by an underlying agreement and, as applicable, addendum (collectively, the “Agreement”) with RealPage, Inc. and, as applicable, its affiliates (collectively referred to herein as the “Provider” “we” or “us”). Capitalized terms used in these Product Specifications have the meanings provided in the Agreement unless otherwise defined herein.

Subject to the terms of the Agreement, these Product Specifications may be modified at any time. If we modify these Product Specifications, we will post the updated version at <http://www.specifications.controls.realpage.com> and update the “Updated” date above. We recommend that you review these Product Specifications periodically for any changes. Your continued access to or use of the Product Center will constitute your acceptance of the updated Product Specifications.

1. AUTHORIZED USERS AND PASSWORD

Provider will provide the licensee under the Agreement (“Licensee”) with a user name and password permitting Authorized Users to access the Product Center. Licensee is responsible for the protection and dissemination of such user name and password and for any activities or actions occurring under Licensee’s account or log-in credentials—including, without limitation, for any losses or damages resulting from the loss, theft or misuse of or failure to protect any such user name or password. Licensee will permit only Authorized Users to access the Product Center, will ensure that all Authorized Users comply with the terms and conditions set forth in the Agreement and herein, and will not permit any person that ceases to be an Authorized User to continue to use a user name or password.

2. OVERVIEW OF PROPERTYWARE PROPERTY MANAGEMENT SERVICE

PROPERTYWARE PROPERTY MANAGEMENT SERVICE (“Propertyware”) provides a web-based tool that enables property managers and landlords to monitor, analyze, and enforce practices and policies related to managing their properties. It helps automate the entire process of leasing and renting—from listing vacancies, to online application, to final move-out statement. In addition, it provides online management tools to assist property managers and landlords with tracking and taking care of repairs and maintenance tasks, either from online service requests or routine scheduled inspections. Propertyware also includes a web-based general ledger accounting system used to perform accounting functions and to analyze and report the finances for owners in a trust relationship as well as for property management companies and landlords.

PROPERTYWARE PROPERTY MANAGEMENT SERVICE is a single-family and small- to mid-size business market property management solution. Product features in Propertyware include:

- Portfolio-based property and location management
- Lead-to-lease marketing and prospect workflows
- Web site and portal management
- Full general ledger (“G/L”) accounting system
- Lease management
- Maintenance and inspections tools
- Vendor management
- Owner management
- Communication tools

- Document management
- Reporting tools
- Administration and security

3. DETAILED SPECIFICATIONS FOR PROPERTYWARE PROPERTY MANAGEMENT SERVICE

This section outlines the major capabilities of PROPERTYWARE PROPERTY MANAGEMENT SERVICE:

3.1. Portfolio and Property Management

Within Propertyware, Portfolios represent ownership entities and the properties managed for those owners. Functionality allows users to:

- a. Create owner portfolios consisting of single-family and multi-family units.
- b. Manage residential and commercial properties.
- c. Manage property default G/L accounts.
- d. Transfer building ownership.
- e. Assign internal team members for each property.
- f. Upload documents for storage and add notes.
- g. View properties using Propertyware Mobile on an iPhone™.
- h. Attach multi-media images and video to properties.
- i. Track assets and amenities associated with properties.

3.2. Lead-to-Lease Marketing

Propertyware provides prospect tracking through the leasing process, including functionality to:

- a. Publish property information to web site listing services.
- b. Publish to mobile leasing applications.
- c. List properties for rent or for sale.
- d. Syndicate to third-party Internet listing services.
- e. Create online posting flyers and printed brochures.
- f. Create campaigns to track prospect sources.
- g. Automatically create a guest card from an online application.
- h. Integrate with background screening services to screen prospects for background, credit, and criminal histories.
- i. Convert tenant prospects to leases and owner prospects to portfolios.
- j. Track campaign results with call tracking services.
- k. Integrate with Level One® Contact Center.

3.3. Lease Management

Propertyware provides lease management services, including functionality to:

- a. Create leases that include one or more renters.
- b. Control lease status.
- c. Create lease charges, journal entries, adjustments, and payments using the lease ledger system.
- d. Create automatic charges and automatic electronic payments.

- e. Calculate late fees from numerous fee methods.
- f. Control payment restrictions on a lease level.
- g. Manage lease renewals and rent increases.
- h. Maintain a property's leasing history.
- i. Generate Minnesota and Wisconsin CRPs (Certificates of Rent Paid).

3.4. Full General Ledger Accounting System

Propertyware provides a full general ledger accounting system, including functionality to:

- a. Create and manage the chart of accounts.
- b. Set up taxable accounts for automated tax calculation.
- c. Specify account types.
- d. Manage numerous accounting options regarding prepayments, payment order preferences, late fee calculations, and others.
- e. Create financial reports in cash or accrual accounting basis.
- f. Create journal entries.
- g. Manage bank accounts and view bank ledgers.
- h. Reconcile bank accounts.
- i. Upload bank .qfx file for reconciliation.
- j. Record incoming payments and create deposits.
- k. Calculate and generate tax withholdings.
- l. Sync to Intuit® Quickbooks™.
- m. Provide accounting for management company income and expense.
- n. Calculate and generate management fees.
- o. Calculate commissions.
- p. Create financial reports for management income reporting.
- q. Create and analyze budgets.

3.5. Web Site and Portal Management

Propertyware provides online resources, including functionality to:

- a. Create HTML web sites.
- b. Track web site traffic.
- c. Assign properties to specific web sites.
- d. Accept online guest cards and tenant applications, including co-applicants, cosigners, and guarantors.
- e. Provide tenants and owners secure access to portals.
- f. Publish reports to portals.
- g. Send documents to portals.
- h. Allow tenants and owners to make online payments and contributions.
- i. Display tenant and owner ledgers online.

3.6. Vendor Management

Propertyware provides tools to manage expenses, including functionality to:

- a. Create vendors.
- b. Create bills, checks, and automatic recurring bills.
- c. Pay bills and print checks to vendors.
- d. Allow vendors to receive payments electronically.
- e. Print IRS Form 1099 and 1096 for payments to vendors and generate 1099 eFile batches.
- f. Integrate with Virtual Maintenance Manager™.

3.7. Maintenance and Inspections

Propertyware provides tools to manage maintenance, including functionality to:

- a. Create work orders.
- b. Create inspection templates.
- c. Create inspection reports.
- d. Maintain full history of service and inspections performed.
- e. Allow tenants to create online service requests.
- f. Create recurring service agreements.
- g. Track hours and calculate labor charges.
- h. Assign vendors to work orders.
- i. Attach bills to work orders.
- j. Charge tenants for expense recovery.
- k. Integrate with Virtual Maintenance Manager.
- l. Perform inspections on Apple® and Android™ devices.

3.8. Owner Financial Management

Propertyware provides tools to manage owner finances, including functionality to:

- a. Maintain management agreements.
- b. Maintain portfolio minimum balances.
- c. Automate the generation of leasing and renewal fees.
- d. View owner ledgers.
- e. Generate owner statements.
- f. View owner statement history.
- g. Print IRS Form 1099 and 1096 for payments to owners and generate 1099 eFile batches.

3.9. Communication Tools

Propertyware provides tools to communicate within the company and with owner and tenant clients, including functionality to:

- a. Send e-mail messages to contacts from within Propertyware.
- b. Create mail merge templates and send mail merge correspondence.
- c. Post online conversation streams to tenant and owner portals.
- d. Create conversation streams within user's management team.
- e. Publish announcements to tenant and owner portals.
- f. Generate user, tenant, and owner alerts and notifications for various events.

- g. Sync calendars, tasks, and contacts between Propertyware and Microsoft Outlook® and/or Google™.

3.10. Document Management

Propertyware provides document storage and management tools, including functionality to:

- a. Upload documents.
- b. Download documents.
- c. Control document properties and permissions.
- d. Publish documents to tenant and owner portals.
- e. Send documents to contacts as email attachments.
- f. Allow tenants, owners, and contacts to upload documents to portals.
- g. Sync documents between Propertyware and user's personal computer.

3.11. Reporting Tools

Propertyware provides standard default and custom reports, including functionality to:

- a. Generate reports for all major Propertyware modules (Accounting, Marketing, Leases, Properties, Maintenance, and others).
- b. Schedule and send reports as e-mail attachments.
- c. Publish reports to unique URLs.
- d. Create custom reports by module.
- e. View audit log of account activity.
- f. Create charts.
- g. Print mailing labels.
- h. Export to Microsoft Excel® or HTML.
- i. Print as Adobe® PDF document.

3.12. Security and Administration

Propertyware provides various means to secure data and administer user rights, including functionality to:

- a. Create and manage user accounts.
- b. Create and manage user permissions by profile, controlling access and function-level user rights.
- c. Restrict access and visibility to specific portfolios, buildings, vendors, and custom report folders.
- d. Create and manage custom fields.
- e. Control password settings.
- f. Create user tasks and task lists.

4. 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.

- 4.1. 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.
- 4.2. 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.
- 4.3. 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.
- 4.4. 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.
- 4.5. 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.
- 4.6. 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.
- 4.7. 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.
- 4.8. 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.