**REALPAGE**
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# PRODUCT SPECIFICATIONS FOR
# REALPAGE ONLINE LEASING WITH eSIGNATURE

### 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 REALPAGE ONLINE LEASING WITH eSIGNATURE

   REALPAGE ONLINE LEASING WITH eSIGNATURE 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. REALPAGE ONLINE LEASING WITH eSIGNATURE collects fees and deposits throughout the leasing process, including pre-qualification (screening), reservation, and application fees and deposits. REALPAGE ONLINE LEASING WITH eSIGNATURE 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.

   REALPAGE ONLINE LEASING WITH eSIGNATURE is an integrated leasing system that requires the following RealPage products: OneSite Leasing & Rents, OneSite Payments, OneSite Document Management, and LeasingDesk Screening.

   REALPAGE ONLINE LEASING WITH eSIGNATURE fulfills the following tasks and services:

   - Pricing and availability
   - Screening and reservations
   - Application and lease execution
   - General functions

   Note: REALPAGE ONLINE LEASING WITH eSIGNATURE was not designed to store electronic protected health information, as defined by Section 160.103 of the HIPAA Regulations, 45 CFR Parts 160, under the Health Information Portability and Accountability Act Omnibus Final Rule released on January 17,

2013. Users should not use any feature of the REALPAGE ONLINE LEASING WITH eSIGNATURE Product Center to upload or to store any electronic protected health information.

3. DETAILED SPECIFICATIONS FOR REALPAGE ONLINE LEASING WITH eSIGNATURE

This section outlines the major capabilities of REALPAGE ONLINE LEASING WITH eSIGNATURE:

3.1. Pricing and Availability

    a. Presents real-time unit availability to online properties

        (i) Provides real-time unit availability

        (ii) Allows users to customize how available apartments are displayed to prospects

        (iii) Allows the property to limit the number of days in the future a prospect can search

    b. Presents quotes

        (i) Provides an optimized rent range for each unit based on move-in date and lease term

        (ii) Quotes are based on real-time data

        (iii) Property can customize length of time for a quote to be valid

    c. Integrates with property websites and most major Internet Listing Services

        (i) The system works within existing websites

        (ii) Customizable look to match the property website

        (iii) Allows property website to link to a view of available units

    d. Allows the prospect to view floor plan images

        (i) 2D and 3D floor plan images

        (ii) Amenity photos

    e. Automatic guest card creation

        (i) Information automatically creates a guest card in prospect management

        (ii) The system enters guest cards seamlessly into OneSite Leasing & Rents

        (iii) The system generates and sends email messages to prospects as they move through the system

    f. Prospect portal creation

        (i) Prospect is prompted to create a unique username/password

        (ii) Prospect portal ensures security during lease execution

3.2. Screening and Reservations

    a. Allows prospects to reserve units online

        (i) Allows prospects to select and reserve a unit online

        (ii) Allows leasing office to determine application fees and deposits

        (iii) Allows leasing office to determine reservation expiration

        (iv) Immediately removes reserved units from availability

        (v) Permits credit cards or an ACH (e-Check) for processing reservation fee

    b. Permits prospects to pre-qualify for a unit (Pre-Screen)

        (i) Pre-qualifies prospects for an apartment

        (ii) Pre-qualification results are available in about 15 seconds

        (iii) Apartments that prospects have qualified for are reserved and removed from availability

        (iv) Settings enable sites to configure their screening settings

        (v) Permits credit cards or an ACH (e-Check) for processing screening fees

        (vi) Prospects can log on to the portal to view screening results

3.3. Application and Lease Execution

   a. Permits prospects to complete application online

     (i) Allows prospects to fill out an application online

     (ii) Provides secure location for prospect's personal information

     (iii) Ensures site's needs are met by providing customizable settings

     (iv) Enables prospects to start the leasing process online and complete the process at the site or vice-versa

     (v) Prompts prospect to enter their password they set up for their prospect portal account

   b. Permits prospects to sign lease online

     (i) Enables an applicant to digitally execute a document over the web

     (ii) Digitally stamps lease via DocuSign

     (iii) Prospects can sign multiple forms required by the property

     (iv) A progress ledger shows all forms to be signed and progress thereof

     (v) Signed document is stored in a tamper-proof storage system

3.4. General Functions

   a. Transaction activity is posted in OneSite Leasing & Rents

     (i) Registers quotes

     (ii) Tracks pre-qualifications

     (iii) Transaction activity is posted in OneSite Leasing & Rents (for example quotes, apply/pre-screen, unit reservations)

   b. Configurable to match leasing processes at the site

     (i) Customizable fees

     (ii) Controls in place to manage which units are shown as available online

   c. Allows prospect to start and stop the leasing process at anytime

     (i) Prospect's information is saved

     (ii) Prospect can log in and resume leasing process where they left off

   d. Emails are sent throughout the duration of the online leasing process

     (i) After registration with name, password, phone number, and email address

     (ii) After screening

     (iii) After completion of the lease application online

     (iv) After signing the lease

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. <u>Data Processing, Transfers, and Sales.</u> 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. <u>Sub-Service Providers.</u> 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. <u>Security.</u> 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. <u>Retention.</u> 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. <u>Assistance with Consumers' Rights Requests.</u> 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. <u>Enforceability.</u> 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.