

## PRODUCT SPECIFICATIONS FOR REALPAGE PAYMENTS CD/RD HYBRID

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 PAYMENTS CD/RD HYBRID

REALPAGE PAYMENTS CD/RD HYBRID (“the Payments Service”) is a customized product offering functionality provided by two RealPage Payments products: ClientDirect and ResidentDirect.

- RealPage Payments—ClientDirect (“ClientDirect”) is a web-based payment processing system offered by RealPage, Inc. that provides a number of electronic payment options to improve efficiencies in the leasing office and for residents.
  - Payee-Agent: RealPage is providing the Payments Service to Site Owner as payee-agent, and all payments submitted by Site Owner’s customers through RealPage’s Payments Service shall constitute payments to Site Owner.
- RealPage Payments—ResidentDirect (“ResidentDirect”) is an online bill payment service that allows residents of apartment communities to conveniently pay their rent and other charges through a resident web portal.
  - Payor-Agent: RPPS is providing the Payments Service to residents as payor-agent. RPPS contracts with Site Owners to authorize settlement of transactions and integrate with the property resident web portals. Payments submitted to RPPS through the Payments Service are not deemed payments to Site Owner until the funds have been settled in the Site Owner’s designated operating account.

Note: The REALPAGE PAYMENTS CD/RD HYBRID Product Center 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 PAYMENTS CD/RD HYBRID Product Center to upload or to store any electronic protected health information.

### 3. DETAILED SPECIFICATIONS FOR REALPAGE PAYMENTS CD/RD HYBRID

This section outlines the major capabilities of REALPAGE PAYMENTS CD/RD HYBRID:

#### 3.1. Payment Types<sup>1</sup>

- a. ACH (Automated Clearing House):
  - (i) ARC (Accounts Receivable Collection): Check conversion for resident checks, consumer checks drawn on U.S. funds.
  - (ii) PPD (Preauthorized Payment and Deposit): Single debit by means of authorization form received at the point of sale.
  - (iii) Recurring: Recurring debit by means of authorization form received at the point of sale.
  - (iv) WEB (Internet Initiated and Authorized Entries): Internet initiated and authorized single or recurring scheduled payment.
- b. IRD (Image Replacement Document):
  - (i) Check conversion for money orders, business checks, traveler's checks, government checks, convenience checks, cashier's checks, and the like.
  - (ii) U.S. checks drawn on U.S. funds.
- c. Credit or Debit Card:
  - (i) Card swipe processing at the point of sale.
  - (ii) Single charge by means of authorization form received at the point of sale.
  - (iii) Recurring charge by means of authorization form received at the point of sale.
  - (iv) Telephone initiated single payments through credit or debit card.
  - (v) Internet initiated and authorized single and recurring payments through credit or debit card.
- d. Third-Party Payments:
  - (i) Cash transactions through a third party that are authorized at the point of sale.

#### 3.2. Payment Methods

- a. Bulk Processing (ACH/IRD):
  - (i) Ability to convert a batch of paper checks to electronic items using a check scanner.
- b. Check Conversion (ACH/IRD):
  - (i) Ability to convert a paper check to an electronic item using a check scanner.
- c. Preauthorized Single Payments (ACH/CARD):
  - (i) Ability to process a single transaction by means of an authorization form signed by the resident.
- d. Preauthorized Recurring Payments (ACH/CARD):
  - (i) Ability to process recurring transactions by means of an authorization form signed by the resident.
- e. Card Present Transactions (CARD):

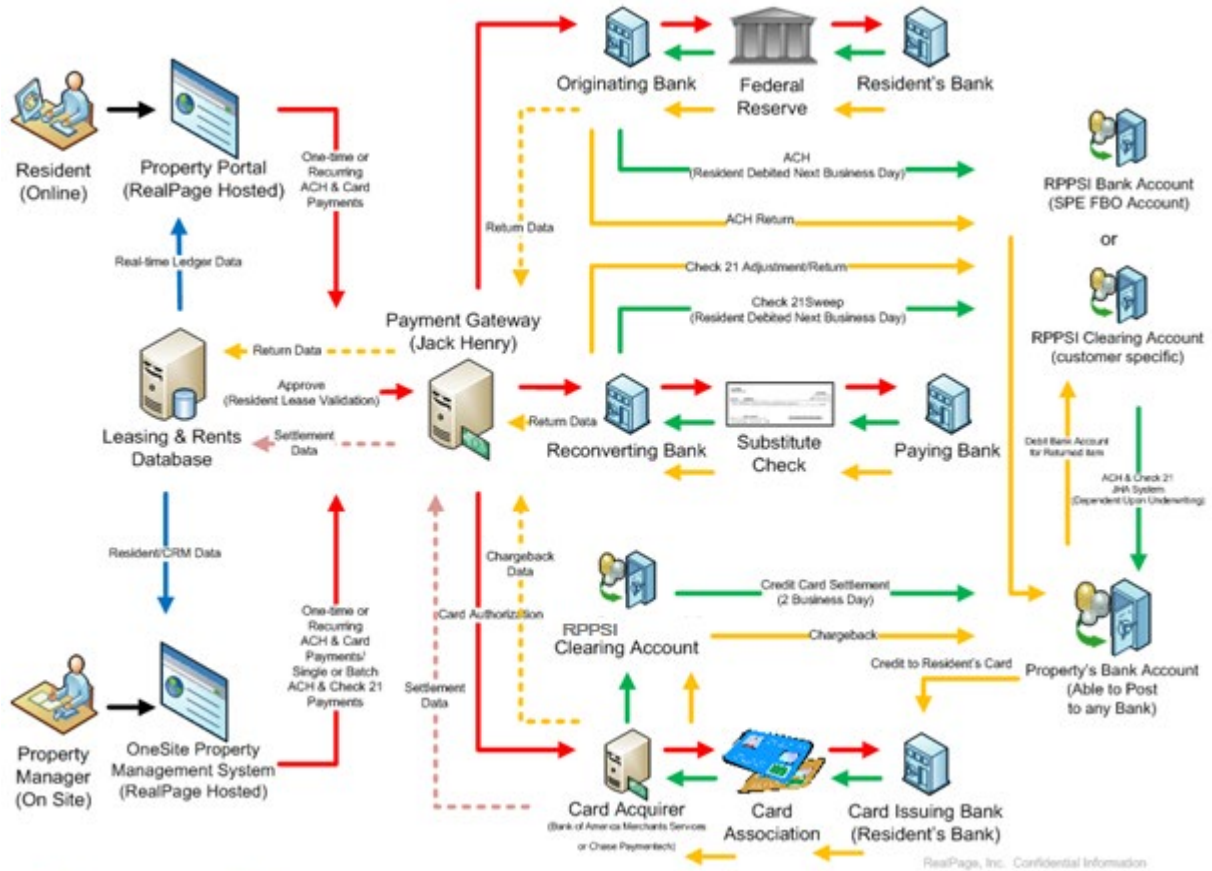
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<sup>1</sup> Credit and debit cards are offered online through ResidentDirect and RealPage Payment Services, LLC. All other payment types are offered through ClientDirect and RealPage, Inc.

- (i) Ability to process a credit or debit card transaction by swiping the card through the card scanner.
  - f. Online Payments (ACH/CARD):
    - (i) Ability for a resident to authorize and process a single or recurring transaction through a secure web site.
  - g. Telephone Payments (CARD):
    - (i) Ability for a resident to authorize and process a single card transaction with the assistance of an automated telephone attendant.
  - h. Resident eMoney Orders (Third Party):
    - (i) Ability for a resident to authorize and process a single cash transaction through a supported retailer.
  - i. Returns/Adjustments/Chargebacks:
    - (i) Returns: ACH or IRD items that are returned for non-payment; most common return reasons are:
      1. Insufficient funds
      2. Account closed
      3. Unable to locate account
      4. Invalid account number
      5. Unauthorized debit to consumer account
    - j. Adjustments: IRD items that are returned because the incorrect amount was keyed in or because of poor image quality. Clients' bank account will be adjusted (debited or credited) for the difference in order to correct the item.
    - k. Chargebacks: The return of the original card transaction from the Issuer when a specific rule or regulation may have been violated.
- 3.3. Additional Functionality
- a. User Administration:
    - (i) Ability for a designated user to add, delete, and maintain users' rights and roles within the Payments Service system. *See*

- (ii) Exhibit 1—User Access Rights & Roles.
- b. Reports:
  - (i) Bank Deposit Summary
    - 1. Reflects payments on account by bank deposit, return activity, and deposits received for the period.
  - (ii) Bank Deposit Details
    - 1. Reflects bank deposit transaction activity posted for the bank deposit selected.
  - (iii) Bank Reconciliation Report
    - 1. Reflects bank deposits that have settled to a bank account as well as details from the Bank Deposit Summary report for comparison.
  - (iv) View Imported Transactions
    - 1. Provides the ability to query payment transaction activity using a series of filters.
  - (v) Preauthorized Payment Tool
    - 1. Provides the ability to view scheduled, processed, failed, and disabled preauthorized payments.
  - (vi) Transaction Summary Tool
    - 1. Provides a breakdown of transactions by categories for audit purposes.
  - (vii) Reconcile Split Payment Tool
    - 1. Provides sites that use the Split Payment functionality a way to reconcile their bank accounts when a single payment needs funds moved to different bank accounts.
- c. User Access Testing
  - (i) A User Access Testing site for RealPage Payments Product Center is available. PMCs will use this site to configure assessment templates, enter sample resident payments, and validate system functions. The burden for assessment of compliance shall rest solely on the PMC. User Access Testing environments are mirrors of your Payments production site and include all the features of the Payments product listed above. Noted exceptions are:
    - 1. Resident eMoney Order transactions would be processed as live transactions and not funded to the Site when tested at a retail location.

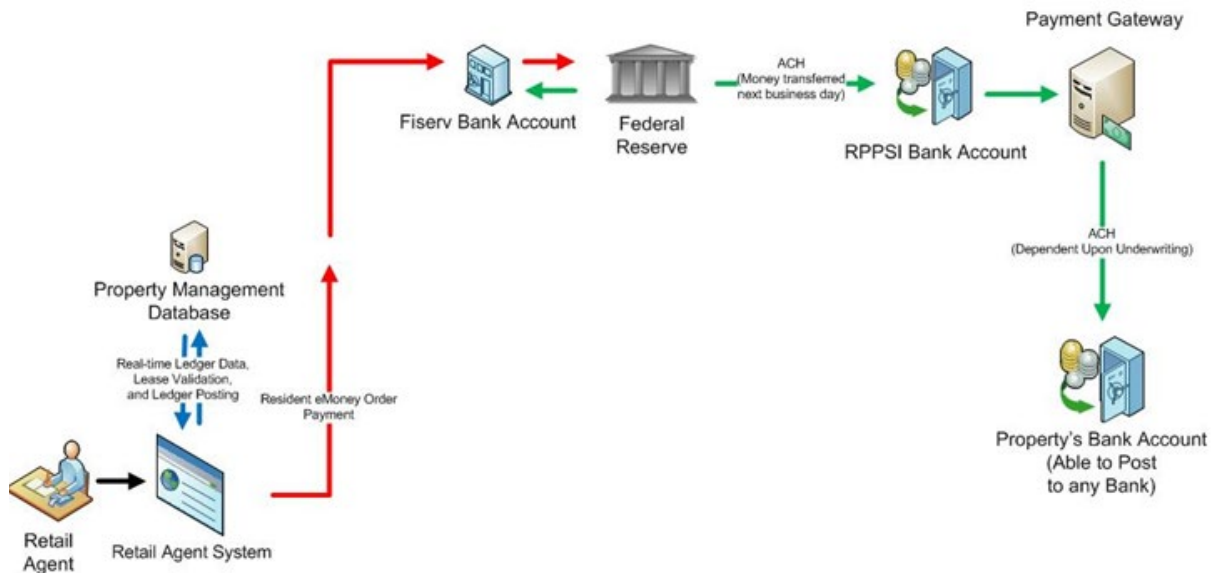
#### Product Transaction Workflow—ClientDirect On-Site & Online Payments



- 3.4. Payments are initiated by residents and on-site staff:
- One-time ACH transactions are initiated by residents online.
  - Recurring ACH payments are automatically processed without user/resident interaction.
  - Checks, Money Orders, and Card Transactions are processed by on-site staff.
- 3.5. Online and on-site payments are authorized and posted to the resident ledgers in real time.
- Residents can view their adjusted balance and see their payment applied the moment it happens whether they pay online or on site.
  - Site, regional, and corporate staff can see the payments online in the Payments Product as they happen throughout the day.
  - All payments are validated in real time against the resident data to verify that a resident is not in eviction or is marked as to not accept checks or other forms of payment.
  - ACH and Check images are batched together and transmitted to the sponsor bank for RealPage at 8:00 P.M. Central Time.
  - Batches are automatically closed within the Property Management System without any interaction from customer.
- 3.6. The payments are cleared through the appropriate network: ACH through the Federal Reserve Bank, and Checks/Money orders through bank image clearing networks.
- 3.7. Debits are charged against residents' bank accounts.
- 3.8. Funds are received in a RealPage clearing account FBO (for benefit of) RealPage clients for ACH and IRD transactions.
- The RealPage Payment Processing Services, Inc. (RPPSI) clearing account FBO RealPage clients is a bankruptcy remote entity (a Special Purpose Entity) established for the sole purpose of clearing funds.

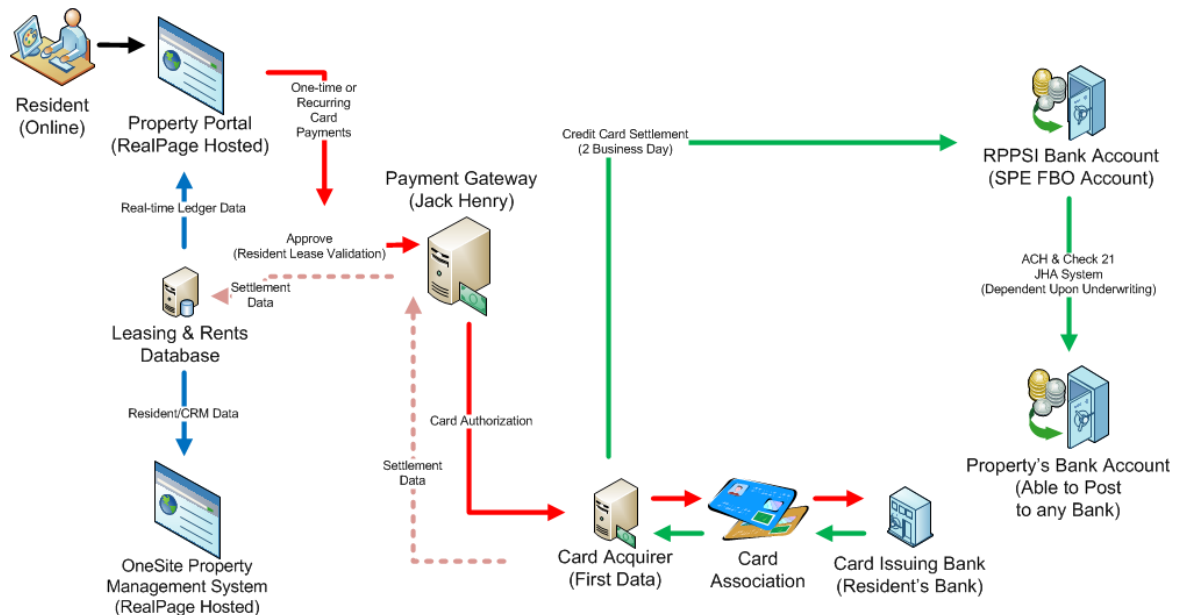
- (i) The funds in RPPSI are safe from any RealPage creditor claim in the unlikely event that RealPage should enter voluntarily or involuntarily into bankruptcy proceedings.
  - b. Each client has unique identifiers that identify its funds when processing through the clearing account allowing funds to be settled appropriately amongst their property's bank accounts.
- 3.9. Deposits are made to the appropriate property bank account at its existing bank. No new bank accounts are required.
- 3.10. Separate bank accounts for security deposits and rents are supported.
- 3.11. In the event that an item is returned by the resident's bank for any reason, the amount funded for that particular transaction will be debited from the property's bank account and a return notification will be available on the property's Leasing & Rents home page. Returns are received daily in the Payments Product and automatically reflected on the Resident's ledger; any return fees and late fees will be automatically applied to the ledger based on the property's settings within Leasing & Rents. For items that are returned for poor image quality, or because the item was processed for an incorrect amount (Money Orders, Cashier's Checks, Business Checks, and the like.), an adjustment (debit or credit) will be made to the property's bank account for the difference in order to correct the item.

Product Transaction Workflow—ClientDirect Resident eMoney Order Payments



- 3.12. Resident uses Resident eMoney Order Product to make a payment Site expenses identified on an associated coupon.
- 3.13. Resident chooses to process a cash payment at a retail location.
- 3.14. Retail Agent confirms resident information within the Retail Agent System and processes a cash payment.
- 3.15. Retail Agent System transmits the payment data to RealPage.
- 3.16. Payments system validates the resident can make a payment.
- 3.17. Payments Product processes the transaction:
  - a. Cash:
    - (i) Payment is immediately posted to the Resident's ledger.
    - (ii) Retail Agent System sends notice of payment to Retain Agent System processor, which initiates a transfer from the processor to the Federal Reserve.
    - (iii) Federal Reserve settles funds into a Payments clearing account.
    - (iv) Payments solution sends payment instructions to Payment Gateway to fund site bank account for the payment.

Product Transaction Workflow—ResidentDirect Online Credit and Debit Cards



- 3.18. Resident uses Online Resident Portal product to process an immediate payment to Site Owner.
- 3.19. Resident chooses to process a Card payment.
- 3.20. Payments system validates that the resident can make a payment
- 3.21. Payments Product processes the payment:
  - a. Card:
    - (i) Payment Gateway sends card data to Card Acquirer.
    - (ii) Card Acquirer sends card data to Card Association (Visa, MasterCard, Discover, American Express).
    - (iii) Card Association sends card data to Resident's card issuing bank (for example, Bank of America).
    - (iv) Card issuing bank approves the transaction and sends approval to Card Association.
    - (v) Card Association sends approval to Card Acquirer.
    - (vi) Card Acquirer sends approval to Payment Gateway.
    - (vii) Payment Gateway sends approval to Payments Product.
    - (viii) Payments Product provides approval confirmation to Resident.
    - (ix) Payment is immediately posted to the Resident's ledger.
    - (x) Card issuing bank initiates a transfer of funds to Card Acquirer by ACH credit.
    - (xi) Card Acquirer receives funds and places the funds into a ResidentDirect Entity clearing bank account (FBO RealPage Clients) until the payments are settled.
    - (xii) Payments Product sends a consolidated ACH credit to the site bank account for the card funds.
    - (xiii) Payments Product reconciles the transactions and funds to clients on a daily basis transaction amount minus the service fee.
    - (xiv)



Exhibit 1—User Access Rights & Roles

RealPage Rights		RealPage Roles				
Name of Right	Definitions	SuperUser(admin in Payments)	Accountant (Accounting in Payments)	Regional Property Manager (Corporate in Payments)	Property Manger & Assist Property Mgr (Property Manager in Payments)	Leasing Consultant(Entry Level/Professional) Leasing Director (Leasing Agent in Payments)
Allow Internal Admin View Payments Setup Link	Allow site users to view the internal Payments implementation settings					
Create Preauthorized Payments	Create a preauthorized one-time or recurring scheduled payment for allowed payment type (Bank or Debit/Credit Card account)					
Disable Preauthorized Payments	Ability to disable a preauthorized one-time or recurring scheduled payment	✓	✓	✓	✓	✓
Issue Credit	Issue Credit	✓	✓	✓		✓
Perform scan check transactions	Scan check using a check scanning device	✓	✓	✓	✓	
Perform swipe card transactions	Swipe Credit/Debit Card using a card scanning device	✓	✓	✓	✓	✓
Refund Transactions	Issue a refund for a processed ACH transaction or card payment by using the REFUND button	✓	✓	✓	✓	✓
Split Payments	Ability to split a single scanned check payment into multiple fund distributions	✓		✓	✓	
Sub-Journals	Ability to select a sub-journal ledger while scanning a check or swiping a card payment	✓		✓	✓	
Unlink Account	Remove the link to an account associated to an incorrect resident	✓	✓	✓	✓	✓
View Check Images	View image of a scanned item	✓	✓	✓	✓	✓
View, Delete Check 21 Adjustments Alerts	View, Delete Check 21 Adjustments Alerts	✓		✓	✓	
View Transactions	Allow site users to view the PreAuthorized Payments tab without the ability to create,edit, or delete any Scheduled Payments	✓	✓	✓	✓	
Void Transactions	Void an unsettled ACH or IRD payment by using the Void Button	✓	✓	✓	✓	

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.