

Hello Members,

I am sending this email to help understand the misconceptions about the new software I am implementing.

First of all, with any relationship that is successful, there needs to be transparency and trust. I am completely transparent and I need you to trust me regarding the changes I am making.

I have been a Property Manager, Senior Manager as well as a District manager over my 30 year career and I want you to know that everything I do is in the best interest of this Moorage. I truly take my job very seriously and have a track record of improving properties with operations, increasing value and building communities.

I want you to know that I have used property management software such as AppFolio for over 20 years and have never had any issue with using them. AppFolio has bank level security so logging in and making online payments would be the same as logging into your bank account online. Neither myself nor AppFolio can access the bank account or debit/credit card information that you use to make your payments from their portal.

For example, you have 2FA (Two Factor Authentication) enabled which is the same that a bank will require you to log in. AppFolio also have a Securities Team that works hard to continually protect our clients' and their tenants', owners', and homeowners' personal data.

The Echeck is free to you and to the Moorage. Credit card payments are at 2.99% fee and Ecash is \$3.99 and is processed at 7 Eleven. We were going to have to start either charging you for any of these processes through Quick books or JBMI would continue to absorb the cost, which would come out of your Moorage fees, and first quarter this year was just over \$2000. And that is without everyone paying online just yet. AppFolio does not charge you or JBMI for the Echeck method.

And guess what? AppFolio communicates with Quick books so the accounting side of operations will continue to run as usual. Best of both worlds.

I am not sure that anyone really realizes just how much time it takes to process checks manually. Each month I am spending at least the first half of the day as I'm not only, currently, having to manually input the checks individually to the bank deposits but then once Quick books registers the deposit I have to re-enter the checks to match them up with the deposit.

It is much more of a safety hazard to use paper checks as it exposes your accounts by

having the checks in the office. Your routing numbers and account numbers are right on your checks. Echecks cannot be stolen.

With AppFolio you have your own portal so there is no matching up the payments. It automatically matches it the moment you make your payment. So now when you make your payment the only thing I must do is run a report to see who has not made their payment. Also you can log in to your portal and look up your payment history yourself. This is empowering to you. Not to mention everything else you can do with your portal but let's not go there yet. Baby steps. There are so many exciting things you can do.

My other favorite ability is I can set up our invoices in the system so I can simply one click and our payables have been completed.

All of this is designed to free me up to focus on more important things like our security issues, parking issues, improvements to the Moorage ect. As it is now I am currently stuck in the office more that I can be out on the Moorage just because of these two processes. Payments and invoicing.

It is a proven fact that when a business is being ran with the most up to date processes it increases the value of your property. We will be more organized and will be able to present ourselves as a very professional business making people want to purchase homes for sale and invest in this location. Essentially putting our best foot forward.

Another concern was sharing of personal information that was misunderstood in the privacy section of the policy. I want to assure you that none of your information will ever be shared due to you activating your portal or signing up for Epay. What that section is saying is your LIMITED information is available for myself or tech support with AppFolio to help you trouble shoot any issues that may arise such as forgot password, can't access document, can't update information ect. I can go into your portal and either reset your password for you or the tech support can if I'm unavailable and so on. No one can see any banking information. That is secure.

As for dropping off the checks in the drop box, I have to tell you I was very concerned wit this method as I have not seen this available for many years at any of the properties I have worked at. This is not a very safe method. When I am not there Rob checks the box but it is way too easy for checks to be stolen this way. I suggest we only use that box for simple things that need to be dropped off. Not your banking information. I would think you would be a lot more concerned with this than any online payment options. Let me help you become more secure. I promise I will not lead you in the wrong direction. I am here for everyone and I take my job extremely serious.

I know change often comes with much resistance but if given the opportunity I really can show you ways to make your life so much easier and less stressful so that you can truly

enjoy this beautiful place to live. Where you have retired and deserve the peace and quiet you have invested in.

Let me do all the grunt work while you watch the boaters, kayakers and enjoy your absolutely beautiful surroundings. You have earned it and deserve it!

I will always be available for support help and questions through this transition.

Have a beautiful day!!!

Thank you,
Diana Rider