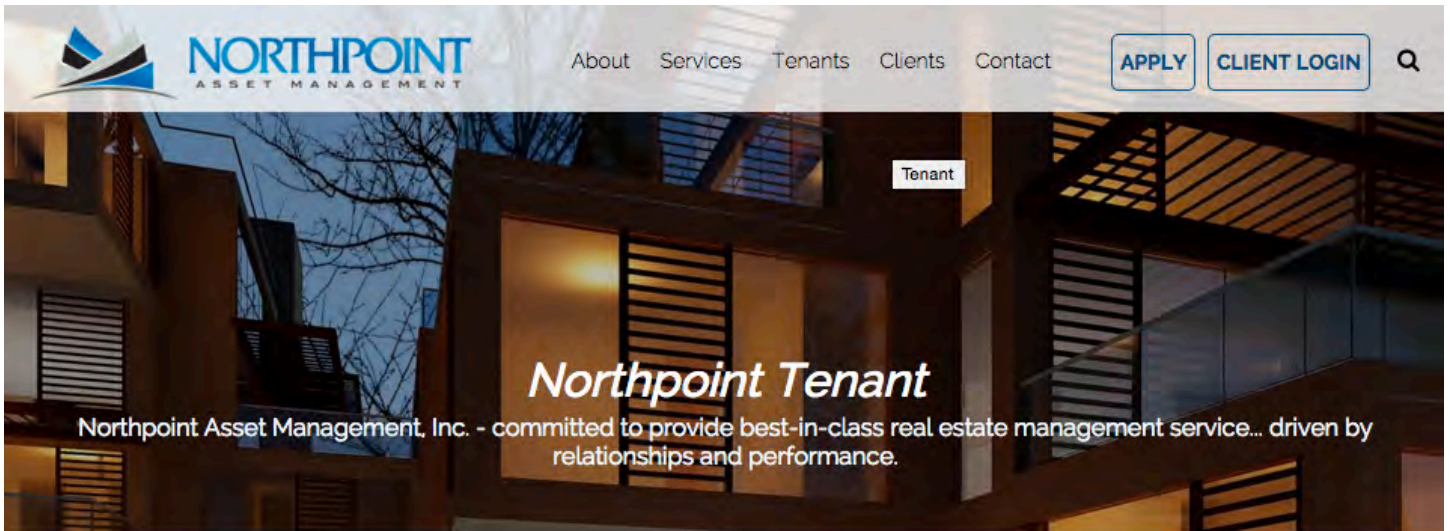


Welcome to Northpoint Asset Management's Tenant Portal



CURRENT TENANT INFORMATION



TENANT PORTAL LOGIN

Tenant's can create an account with Northpoint to pay for rent online, change contact information, check payment history, and submit other requests. For questions about setting up your account contact your local office.

Select Region

Choose Your Location

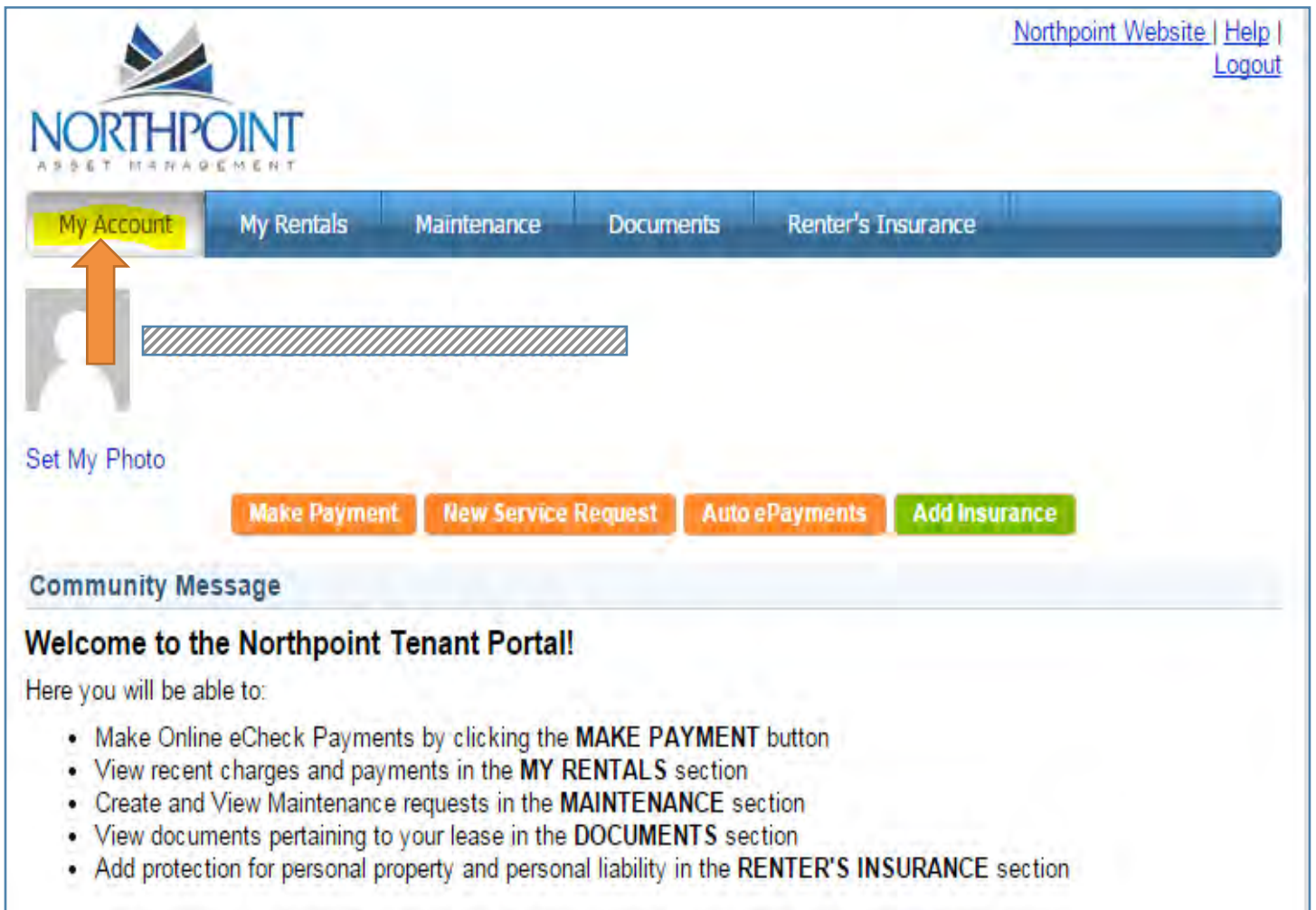
SUBMIT

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MY ACCOUNT Tab

When you first log in to your Northpoint Asset Management's portal, you will land on the "My Account Tab"



The screenshot shows the Northpoint Tenant Portal interface. At the top right, there are links for [Northpoint Website](#), [Help](#), and [Logout](#). The Northpoint Asset Management logo is on the left. A navigation bar contains five tabs: **My Account** (highlighted in yellow), **My Rentals**, **Maintenance**, **Documents**, and **Renter's Insurance**. Below the navigation bar is a placeholder for a user profile picture, indicated by a grey silhouette and a hatched box, with an orange arrow pointing to the **My Account** tab. Below the profile area is a "Set My Photo" link. A row of four buttons is displayed: **Make Payment** (orange), **New Service Request** (orange), **Auto ePayments** (orange), and **Add Insurance** (green). Below this is a "Community Message" section with the heading "Welcome to the Northpoint Tenant Portal!" and the text "Here you will be able to:" followed by a bulleted list of features.

Northpoint Website | [Help](#) | [Logout](#)

NORTHPOINT
ASSET MANAGEMENT

My Account | My Rentals | Maintenance | Documents | Renter's Insurance

Set My Photo

Make Payment | **New Service Request** | **Auto ePayments** | **Add Insurance**

Community Message

Welcome to the Northpoint Tenant Portal!

Here you will be able to:

- Make Online eCheck Payments by clicking the **MAKE PAYMENT** button
- View recent charges and payments in the **MY RENTALS** section
- Create and View Maintenance requests in the **MAINTENANCE** section
- View documents pertaining to your lease in the **DOCUMENTS** section
- Add protection for personal property and personal liability in the **RENTER'S INSURANCE** section

As you can see, you have several options on this main screen. You may want to click through each set of buttons to become completely familiarized with all of the features. When making your payments, please keep the following items in mind:

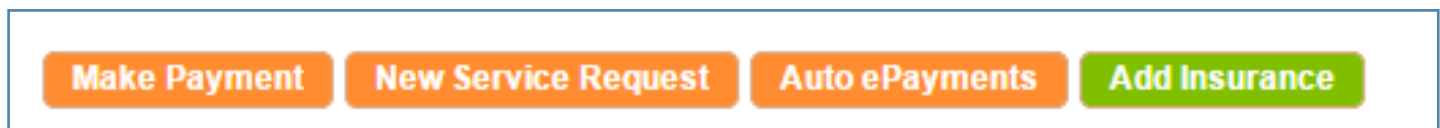
As a Reminder....

- 1 - Acceptable forms of rent payment include:
 - a - Online eCheck Payment using this Tenant Portal site
 - b - Personal Check, Cashiers Check, or Money Order received at the Northpoint Office
 - c - **Northpoint WILL NOT accept CASH payments!**
- 2 - Northpoint WILL NOT make house calls to pick up rent.
- 3 - Rent is due on the 1st of the month and is considered late after the 5th of the month.
- 4 - Rent is considered "received" when it arrives in the Northpoint Office - not when it is postmarked. NO EXCEPTIONS.
- 5 - Online rent payments can be made 24/7 - we highly encourage tenants to pay online to avoid postage delays and late fees.
- 6 - Rent paid online using eChecks can take up to 3 business days to clear. Because online payments are not instantaneous, they can still bounce. Please ensure that your bank account has adequate funds to cover your payments.
- 7 - A Returned Check Fee will apply to any eChecks that are returned for non-sufficient funds (NSF) or as a result of a bad account information entered by the tenant
- 8 - Tenants who bounce a payment made by personal check or eCheck will be required to make rent future payments by certified funds (cashiers check/ MO) for the duration of their lease.

These are the different tabs available.




These are your options from the My Account tab:



MAKE PAYMENT

The first time you login, clicking on the Make Payment button will result in the following warning:



You must correct the following errors:

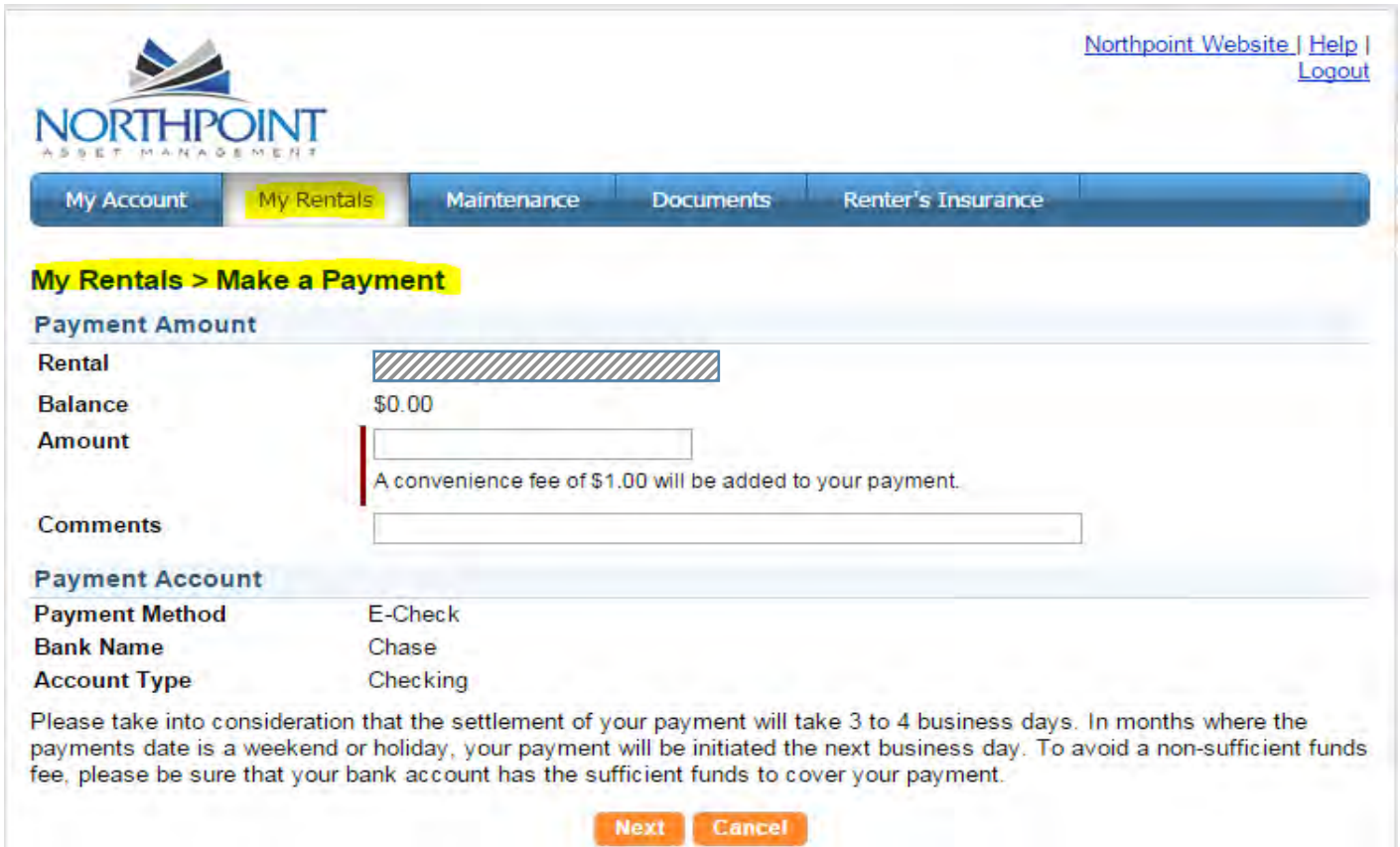
- You must setup a payment account before making a payment

You will then be prompted to fill in your banking information.

Payment Method	Billing Information																							
<input type="radio"/> <small>ACH</small> E-Check Please enter your bank account information exactly as it appears on your check. ACH payments submitted without accurate routing and account numbers will not be processed and will be subject to a non-sufficient funds fee. <table border="0"> <tr> <td>Bank Name</td> <td><input type="text"/></td> </tr> <tr> <td>Account Type</td> <td>Checking <input type="button" value="v"/></td> </tr> <tr> <td>Routing Number</td> <td><input type="text"/></td> </tr> <tr> <td>Account Number</td> <td><input type="text"/></td> </tr> </table> <div style="background-color: #fff9c4; padding: 5px; margin: 5px 0;"> <table border="0"> <tr> <td style="text-align: center;">⑆000067694⑆</td> <td style="text-align: center;">⑆2346769⑆</td> <td style="text-align: center;">⑆00⑆</td> </tr> <tr> <td style="text-align: center;"> </td> <td style="text-align: center;"> </td> <td style="text-align: center;"> </td> </tr> <tr> <td style="text-align: center;">Routing Number</td> <td style="text-align: center;">Account Number</td> <td style="text-align: center;">Check Number</td> </tr> </table> </div> <table border="0"> <tr> <td>Social Security #</td> <td><input type="text"/></td> </tr> <tr> <td>Drivers License #</td> <td><input type="text"/></td> </tr> <tr> <td>Drivers License State/Province</td> <td><input type="text"/></td> </tr> </table> <div style="text-align: right; margin-top: 10px;"> <input type="button" value="Save"/> <input type="button" value="Cancel"/> </div>	Bank Name	<input type="text"/>	Account Type	Checking <input type="button" value="v"/>	Routing Number	<input type="text"/>	Account Number	<input type="text"/>	⑆000067694⑆	⑆2346769⑆	⑆00⑆				Routing Number	Account Number	Check Number	Social Security #	<input type="text"/>	Drivers License #	<input type="text"/>	Drivers License State/Province	<input type="text"/>	<input type="checkbox"/> Same as Contact Billing Address <input type="text"/> Address 2 <input type="text"/> City <input type="text"/> State/Province <input type="text"/> Zip/Postal Code <input type="text"/> Billing Email <input type="text"/>
Bank Name	<input type="text"/>																							
Account Type	Checking <input type="button" value="v"/>																							
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Routing Number	Account Number	Check Number																						
Social Security #	<input type="text"/>																							
Drivers License #	<input type="text"/>																							
Drivers License State/Province	<input type="text"/>																							

NOTE: Northpoint only accepts rent payments from US bank accounts. Northpoint does not accept Credit Cards payments to cover rent due.

When making future online payments the following screen appears:



Northpoint Website | [Help](#) | [Logout](#)

My Rentals > Make a Payment

Payment Amount

Rental	<input type="text" value="REDACTED"/>
Balance	\$0.00
Amount	<input type="text"/>

A convenience fee of \$1.00 will be added to your payment.

Comments

Payment Account

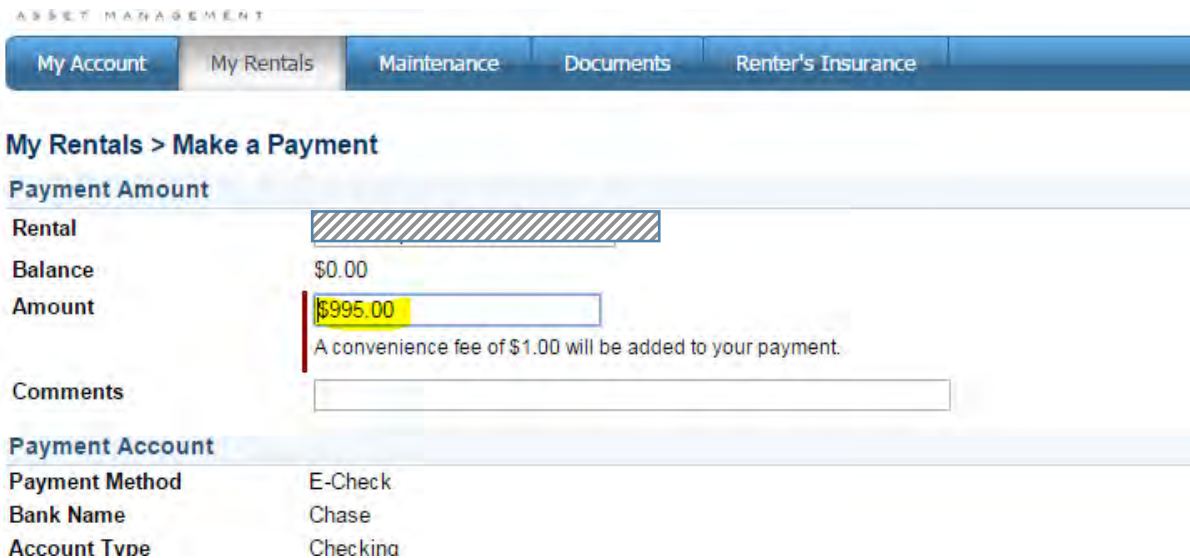
Payment Method	E-Check
Bank Name	Chase
Account Type	Checking

Please take into consideration that the settlement of your payment will take 3 to 4 business days. In months where the payments date is a weekend or holiday, your payment will be initiated the next business day. To avoid a non-sufficient funds fee, please be sure that your bank account has the sufficient funds to cover your payment.

[Next](#) [Cancel](#)

This will show your rental property address, your balance and the options you can choose for payment. Your address will show next to “Rental”.

Then you enter the amount you wish to pay and click “next”



ASSET MANAGEMENT

My Rentals > Make a Payment

Payment Amount

Rental	<input type="text" value="REDACTED"/>
Balance	\$0.00
Amount	<input type="text" value="\$995.00"/>

A convenience fee of \$1.00 will be added to your payment.

Comments

Payment Account

Payment Method	E-Check
Bank Name	Chase
Account Type	Checking

The following screen will ask you to confirm your payment.

My Account **My Rentals** Maintenance Documents Renter's Insurance

Please Confirm Your Payment


Payment Confirmation

Rental	<input type="text" value="REDACTED"/>
Amount	\$995.00
Total Amount	\$996.00
Confirm Payment Amount	<input type="text"/>

Payment Account

Payment Method	E-Check
Bank Name	Chase
Account Number	<input type="text" value="REDACTED"/>

Please take into consideration that the settlement of your payment will take 3 to 4 business days. In months where the payments date is a weekend or holiday, your payment will be initiated the next business day. To avoid a non-sufficient funds fee, please be sure that your bank account has the sufficient funds to cover your payment.

 **Click Confirm Only Once!**

NOTE: ePayments are not instantaneous!! It will show on your ledger (MY RENTALS Tab) as "Pending Settlement" until funds clear. Funds will withdraw from your account in 1-2 business days and settle to Northpoint's accounts in 3-4 business days.

NOTE: A tenant may only make one ePayment at a time. The ePayment must first clear in order to make another ePayment.

NEW SERVICE REQUEST

When you click on this button, it takes you to the maintenance request page (see page 5) where you can enter and submit the information regarding your issue. This information will then be transmitted to your maintenance manager and you will be contacted to make arrangements for the repair.



Just fill in the information and follow the prompts.

ASSET MANAGEMENT

My Account My Rentals **Maintenance** Documents Renter's Insurance

Maintenance > New

Save Cancel

Service Request Information

* Building/Unit

Specific Location

Description

* Requestor Loida Viera-Hutchins

Primary Phone Home Edit

* Email Address Edit

Priority Medium

Preferred Time to Enter Anytime Preferred Date: Time: 1 00 AM

Attach Document No file chosen

Save Cancel

AUTO ePAYMENTS



- Make Payment
- New Service Request
- Auto ePayments
- Add Insurance

My Rentals > Auto ePayments

[Schedule Auto ePayment](#)

Auto ePayments

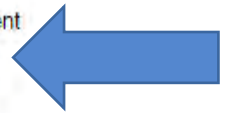
Rental	Amount	Fee	Frequency	Start Date	End Date	Next Payment	Action
[REDACTED]	\$2,950.00	\$1.00	Monthly	03/30/2015		05/30/2015	— Choose —

NOTE: Auto e-payments are a way to ensure you never incur a late fee.

My Rentals > Auto ePayments > New

Auto ePayment Information

Rental	[REDACTED]
Amount	<input style="width: 80%;" type="text" value="\$995.00"/>
Start Date	<input style="width: 80%;" type="text" value="5/1/2015"/> <div style="font-size: small; margin-top: 5px;"> Pick the day you would like the first payment to be made. All subsequent payments will be made on the same day of the month*. If you need to make a payment for the current month, this should be processed as a one-time payment. </div>
End Date	<input style="width: 80%;" type="text"/> <div style="font-size: small; margin-top: 5px;"> * If setting up an autopayment to occur weekly, future payments will occur on the same day of the week you select as the start date. Yearly autopayments will occur on the same calendar day each year. </div>
Frequency	<input style="width: 80%;" type="text" value="Monthly"/>
Description	<input style="width: 95%; height: 20px;" type="text"/>

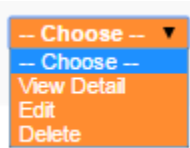


Please take into consideration that the settlement of your payment will take 3 to 4 business days. In months where the payments date is a weekend or holiday, your payment will be initiated the next business day. To avoid a non-sufficient funds fee, please be sure that your bank account has the sufficient funds to cover your payment.

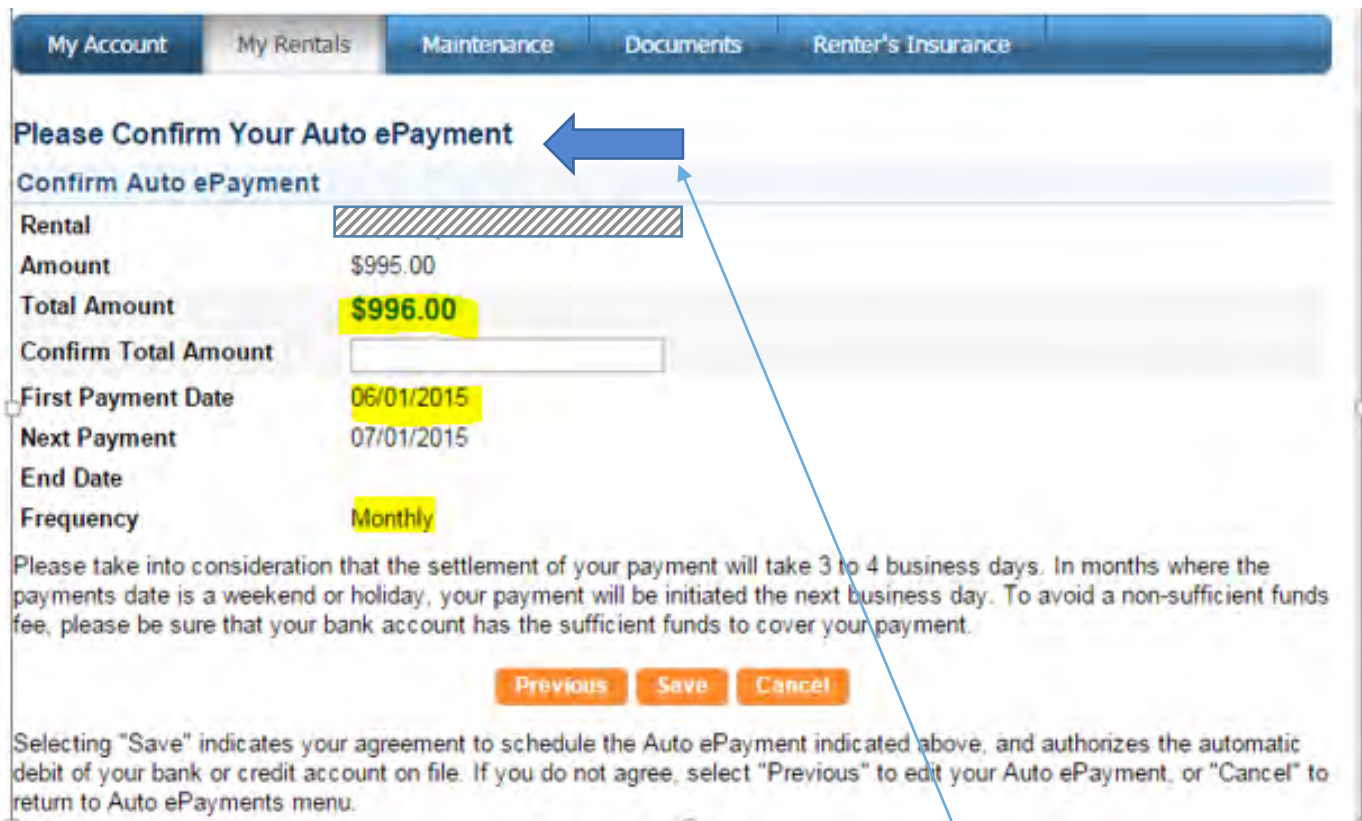


[Next](#)
[Cancel](#)

On the right hand side of the screen, you can choose to “view detail,” “edit,” or “Delete.”



Once you save the Auto ePayment, you are automatically scheduled to pay this way through the end of your lease term on the specified day of the month you've chosen. You can change this any time you want. There is a \$1 convenience fee.



Please Confirm Your Auto ePayment

Confirm Auto ePayment

Rental	
Amount	\$995.00
Total Amount	\$996.00
Confirm Total Amount	<input type="text"/>
First Payment Date	06/01/2015
Next Payment	07/01/2015
End Date	
Frequency	Monthly

Please take into consideration that the settlement of your payment will take 3 to 4 business days. In months where the payments date is a weekend or holiday, your payment will be initiated the next business day. To avoid a non-sufficient funds fee, please be sure that your bank account has the sufficient funds to cover your payment.

Selecting "Save" indicates your agreement to schedule the Auto ePayment indicated above, and authorizes the automatic debit of your bank or credit account on file. If you do not agree, select "Previous" to edit your Auto ePayment, or "Cancel" to return to Auto ePayments menu.

This is the screen where you will confirm your auto e-Payment by clicking on “Save.”

ADD INSURANCE

Take a moment to review the benefits



Make Payment

New Service Request

Auto ePayments

Add Insurance

Take a moment to review the benefits of renter's insurance.

Why You Need Renter's Insurance

- **To protect your possessions**

Your property owner's insurance does not cover your belongings. Every day, residents just you are hit with the financial reality of a kitchen fire, theft, or the careless neighbor who overflowed their bathtub. Without renter's insurance you are responsible for replacing your possessions even if you aren't responsible for the accident.

- **To protect yourself from liability**

If you are responsible for an accident that causes bodily injury or property damage to others, you could be held liable; even to the property owner!

- **To protect yourself financially**

If your neighbor's unattended candle starts a fire that burns your apartment or home, can you afford to replace everything? From your flatscreen television down to your toothbrush, the cost of your belongings adds up quickly.

- **To provide emergency living expenses if your apartment is damaged**

If you are forced to move out of your apartment because of a covered loss, eRenterPlan will help pay for additional living expenses.

- **It's affordable!**

For the monthly price of two movie tickets, you can protect your lifestyle.

Close

Northpoint offers a quick and easy way to make sure you are in compliance with your lease.

NOTE: Most Landlords require Renter's Insurance



The Best Renter's Insurance Coverage You Can Get

eRenterPlan offers the most comprehensive renter's insurance protection on the market.

Pre-approved Coverage
Your management company has arranged for all residents to have pre-approved renter's insurance. So you can start protecting your lifestyle today.

Personal Property Protection at Replacement Cost*
Your personal possessions are insured against fire, water and smoke damage, vandalism, burglary, lightning, windstorm and explosion. That means that the sofa you may have purchased 10 years ago will be replaced at the cost to purchase a new one today.

* Replacement cost coverage varies by policy.

Personal Liability Protection
Protection for up to \$100,000 for personal liability claims for bodily injury or property damage to others, with no deductible.

Additional Emergency Living Expenses
Reimbursement for additional living expenses if you are forced to move out of your home as the result of a covered loss.

Coverage for Roommates
Your policy includes coverage for up to five roommates, as long as they are listed on your lease. So you can purchase one policy and split the cost, making eRenterPlan even more economical.

Prompt claims resolution
eRenterPlan specializes in renter's insurance exclusively, and our customer service representatives are dedicated to serving you. In the event of a serious loss, our team is onsite promptly to ensure that you're taken care of quickly.

Solid Underwriters
Our partners are rated "A+" (excellent) for financial stability by A.M. Best Company, the insurance industry's foremost independent information provider.

[Close](#)

When you click on “Add Insurance,” you will be asked to agree to leave our web-site and go to the site where you can purchase the insurance.

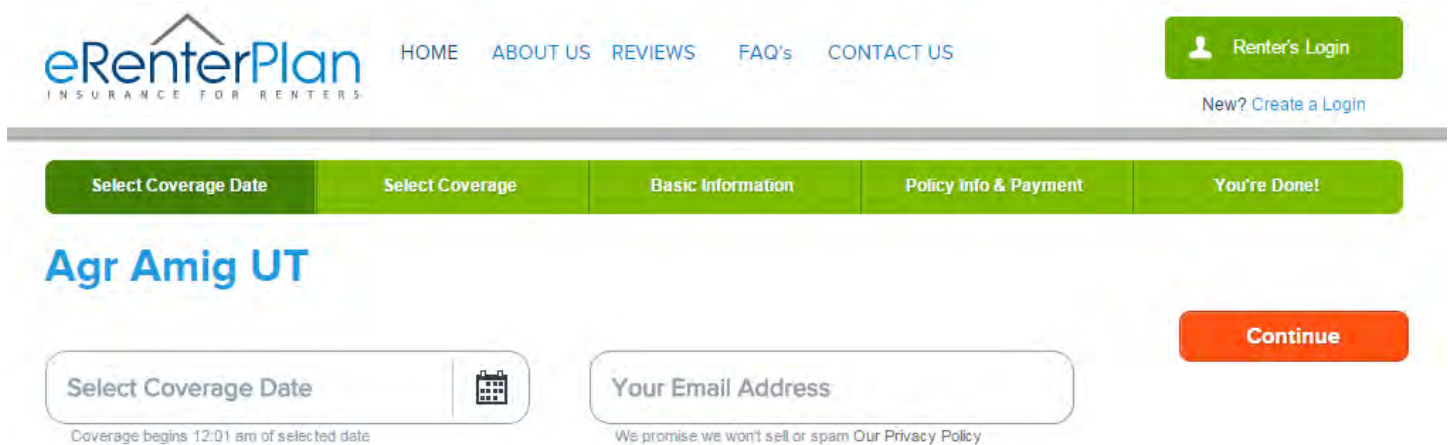
You are now leaving your property management company website and transferring to eRenterplan.com, an independent licensed insurance agency that may assist you with your insurance needs. By continuing, you are agreeing to share the location of your rental residence with eRenterplan for the purposes of preparing a no obligation, no cost insurance quote. For additional information regarding links to third party websites, please refer to our website Privacy Policy.

To Continue, click "I Agree", or to go back, click "Go Back."

I Agree

Go Back

This is what the insurance web-site looks like:

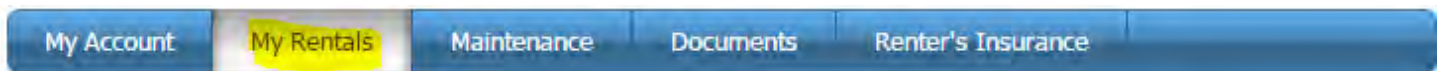


The screenshot shows the eRenterPlan website interface. At the top left is the logo for eRenterPlan, with the tagline "INSURANCE FOR RENTERS". To the right of the logo are navigation links: HOME, ABOUT US, REVIEWS, FAQ's, and CONTACT US. Further right is a green button labeled "Renter's Login" with a user icon, and below it, a link "New? Create a Login". Below the navigation bar is a horizontal progress bar with five green segments: "Select Coverage Date", "Select Coverage", "Basic Information", "Policy Info & Payment", and "You're Done!". The main content area features the heading "Agr Amig UT" in blue. Below this heading are two input fields: "Select Coverage Date" with a calendar icon and a note "Coverage begins 12:01 am of selected date", and "Your Email Address" with a note "We promise we won't sell or spam Our Privacy Policy". To the right of these fields is a red "Continue" button.

Just follow the prompts to complete your transaction.

MY RENTALS Tab


You will be able to make a payment, set up your payment account, add an auto-e-payment account, give move-out notice, and print. Your address will show where the blue rectangles are.



My Rentals > 

[Make Payment](#)
[Payment Account](#)
[Auto ePayments](#)
[Give Notice](#)
[Print](#)

Rental Detail

Address		Move In Date	02/01/2015
Unit	-	End Date	01/31/2016
Status	Active	Start Date	02/01/2015

Resident Ledger

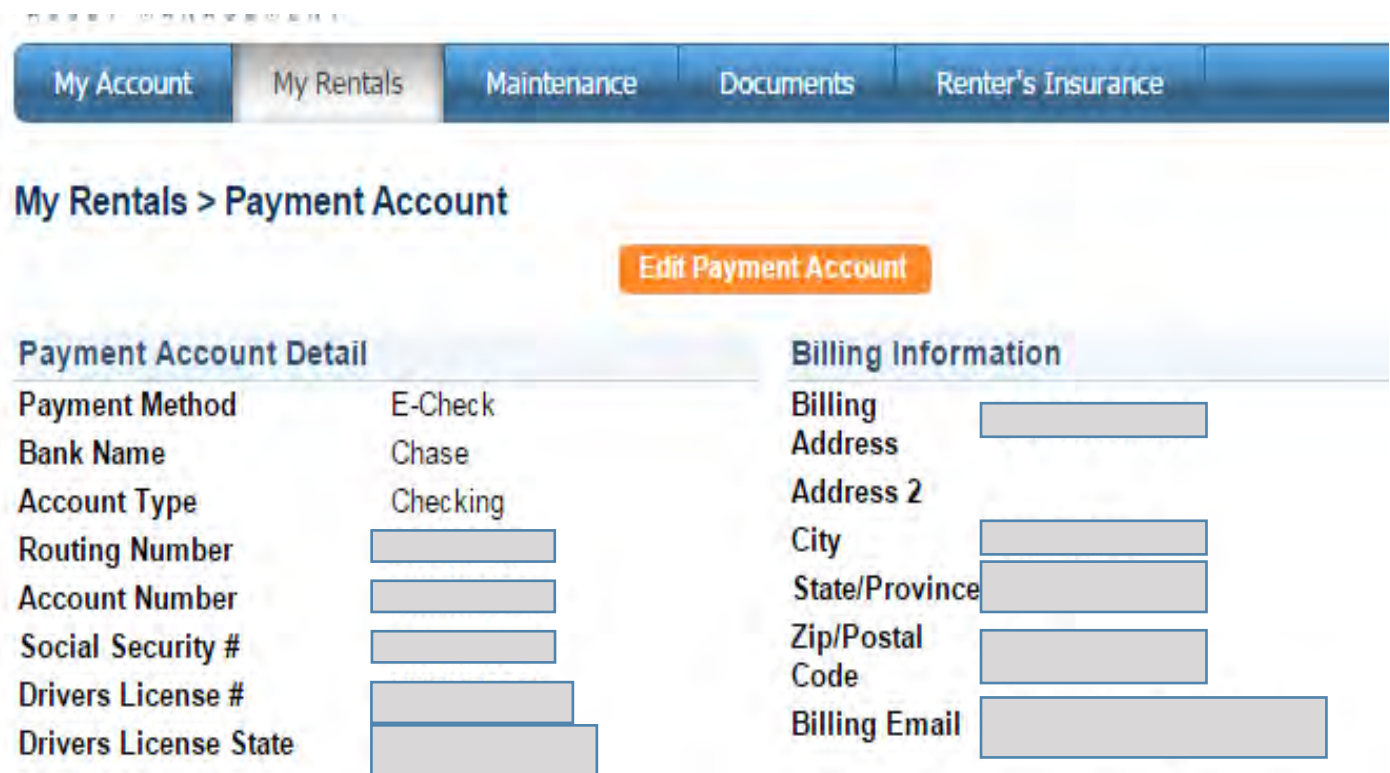
Total Unpaid		Deposit Held		Prepayments		
\$0.00		\$2,950.00		\$2,950.00		
Type	Date	Ref #	Comments	Charges	Payments	Balance
Rent	05/01/2015			\$2,950.00		(\$2,950.00)
ePayment (Pending Settlement)	04/30/2015	ZGN92QPDLA1	Monthly Auto Payment		\$2,951.00	(\$5,900.00)
Convenience Fee	04/30/2015			\$1.00		(\$2,949.00)
ePayment (Pending Settlement)	04/29/2015	CG092QPDLA1	One Time ePayment received from Loida N/A Viera-Hutchins		\$2,951.00	(\$2,950.00)
Convenience Fee	04/29/2015		Convenience Fee	\$1.00		\$1.00

As you can see, this tenant choose e-payment as the method of paying her rent. You can also see the payment is pending settlement.

Additionally, your payment history resides on the “My Rentals” tab. On this screen, you have chosen to edit your payment account. You have clicked on “Payment Account”



Next, you will choose your payment method, bank name, and account type. Then you will fill in all of the information asked for as indicated by the gray rectangular boxes. **Again, we strongly recommend automatic e-payments**

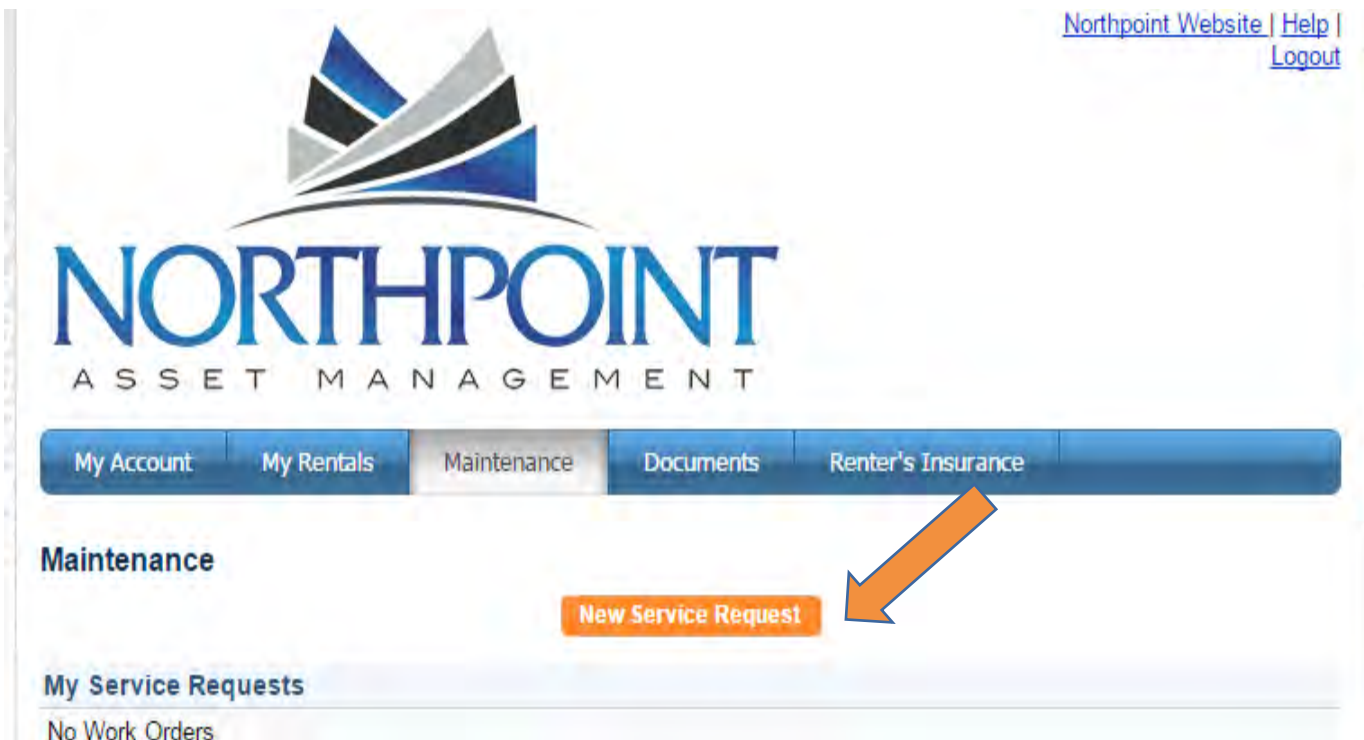


Payment Account Detail		Billing Information	
Payment Method	E-Check	Billing Address	<input type="text"/>
Bank Name	Chase	Address 2	
Account Type	Checking	City	<input type="text"/>
Routing Number	<input type="text"/>	State/Province	<input type="text"/>
Account Number	<input type="text"/>	Zip/Postal Code	<input type="text"/>
Social Security #	<input type="text"/>	Billing Email	<input type="text"/>
Drivers License #	<input type="text"/>		
Drivers License State	<input type="text"/>		

Be sure to save your information.

MAINTENANCE Tab

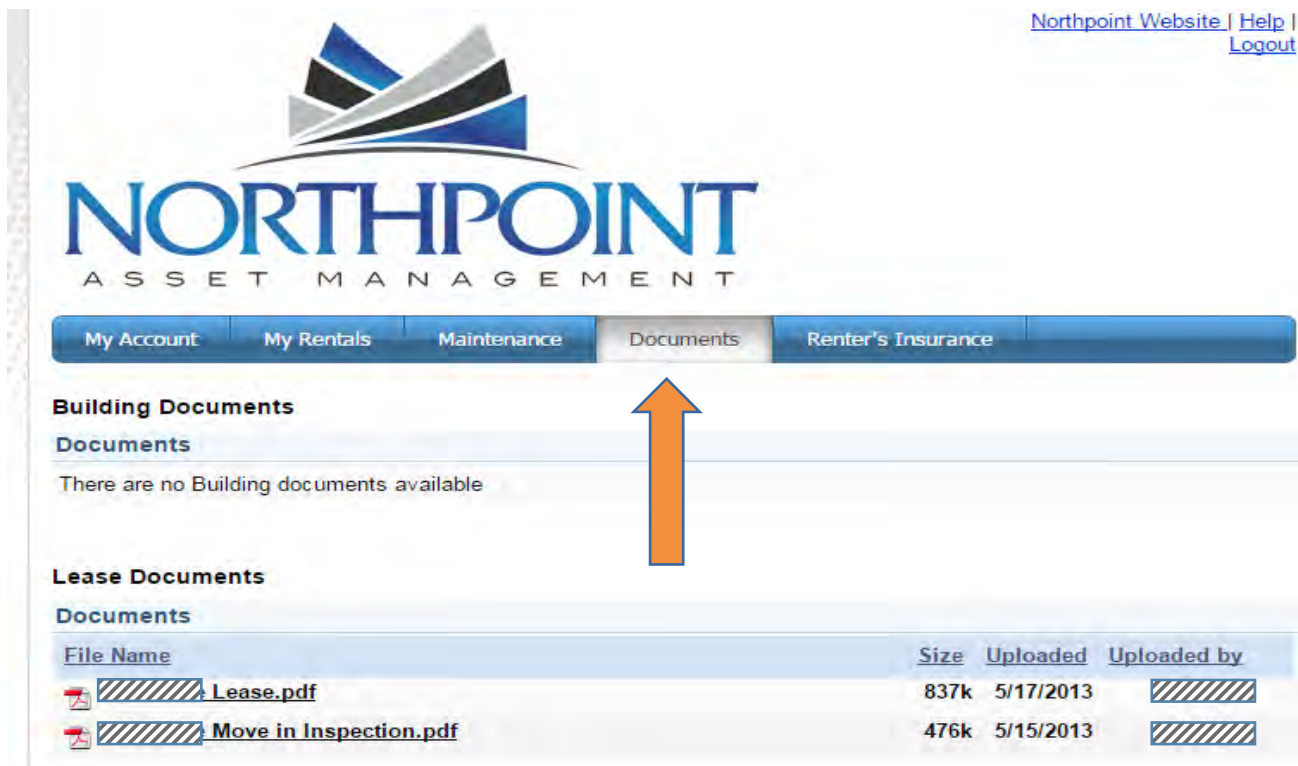
We have already reviewed the maintenance tab. Be sure to go here if you need any service work done. Just follow the prompts after clicking on “New Service Request.”



The screenshot shows the Northpoint Asset Management tenant portal interface. At the top right, there are links for [Northpoint Website](#), [Help](#), and [Logout](#). The main header features the Northpoint logo and a navigation bar with tabs for **My Account**, **My Rentals**, **Maintenance** (which is highlighted), **Documents**, and **Renter's Insurance**. Below the navigation bar, the **Maintenance** section is active, displaying a prominent orange button labeled **New Service Request**. An orange arrow points to this button. Below the button, there is a section titled **My Service Requests** which currently shows **No Work Orders**.

DOCUMENTS Tab

Here you will find any documents related to your rental. They have been uploaded by an employee of Northpoint. In this case, there is a lease agreement and a move-in inspection form. You can view these at any time.



[Northpoint Website](#) | [Help](#) | [Logout](#)

NORTHPOINT
ASSET MANAGEMENT

My Account | My Rentals | Maintenance | **Documents** | Renter's Insurance





Building Documents

Documents

There are no Building documents available

Lease Documents

Documents

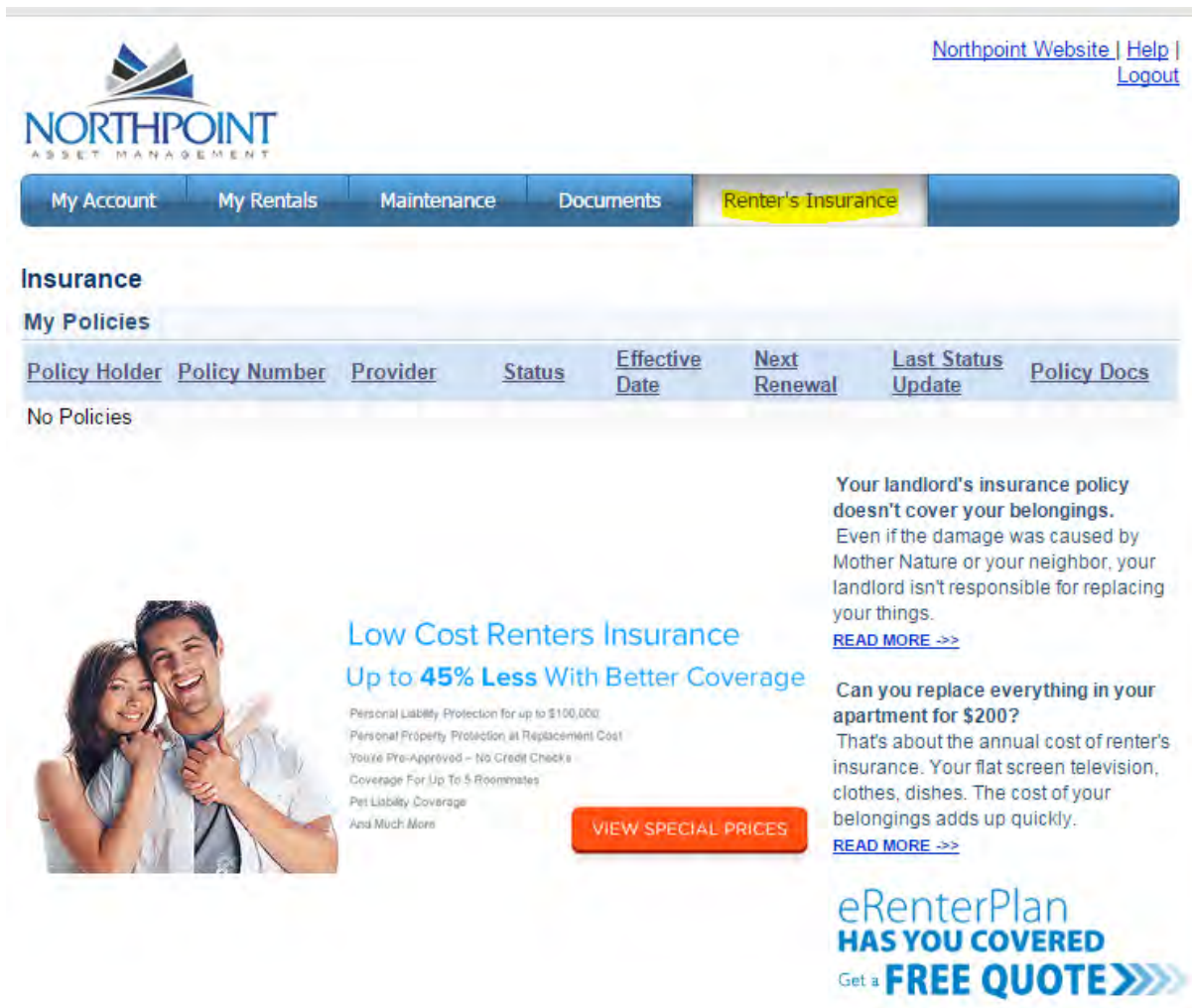
File Name	Size	Uploaded	Uploaded by
 Lease.pdf	837k	5/17/2013	
 Move in Inspection.pdf	476k	5/15/2013	

RENTER'S INSURANCE Tab

We have already discussed this.

NOTE: Most landlords require renter's insurance.

NOTE: You will be surprised at how affordable this coverage is. Premiums are based on the amount of coverage you wish to purchase, but it is not uncommon for tenants to insure their belongings against theft and damage for as little as \$12/month!



The screenshot shows the Northpoint Tenant Portal interface. At the top left is the Northpoint Asset Management logo. On the top right are links for "Northpoint Website", "Help", and "Logout". Below the logo is a navigation bar with tabs for "My Account", "My Rentals", "Maintenance", "Documents", and "Renter's Insurance" (which is highlighted). Under the "Renter's Insurance" tab, there is a section titled "Insurance" with a sub-section "My Policies". Below this is a table with columns: "Policy Holder", "Policy Number", "Provider", "Status", "Effective Date", "Next Renewal", "Last Status Update", and "Policy Docs". The table currently shows "No Policies".

Below the table is a promotional banner for "Low Cost Renters Insurance" with the headline "Up to 45% Less With Better Coverage". The banner includes a photo of a smiling couple and lists benefits: "Personal Liability Protection for up to \$100,000", "Personal Property Protection at Replacement Cost", "You're Pre-Approved - No Credit Checks", "Coverage For Up To 5 Roommates", "Pet Liability Coverage", and "And Much More". A red button says "VIEW SPECIAL PRICES".

To the right of the banner, there are two text blocks. The first says "Your landlord's insurance policy doesn't cover your belongings. Even if the damage was caused by Mother Nature or your neighbor, your landlord isn't responsible for replacing your things." and includes a "READ MORE ->>" link. The second block asks "Can you replace everything in your apartment for \$200? That's about the annual cost of renter's insurance. Your flat screen television, clothes, dishes. The cost of your belongings adds up quickly." and also includes a "READ MORE ->>" link.

At the bottom right of the banner area is the "eRenterPlan HAS YOU COVERED" logo with the text "Get a FREE QUOTE" and three blue arrows pointing right.