



Customer Newsletter September 2017

Security and Reliability are getting even better!

At the beginning of 2017, SentriLock introduced a set of Principles that have set the standard for our employees and that help us to make decisions that are in-line with our Core Values. Three of our Principles are to deliver exceptional customer experiences, make quality our personal commitment and to be relentless about improvements. Guided by these Principles, we will be implementing three changes by the end of 2017 that will make our system even more secure and reliable.



**MAKE QUALITY OUR
PERSONAL COMMITMENT**



**DELIVER EXCEPTIONAL
CUSTOMER EXPERIENCES**



**BE RELENTLESS
ABOUT IMPROVEMENTS**

First, we will be eliminating SMS as a means to send notifications and instead sending these notifications via the Message Center in the SentriSmart™ Mobile App. An industry trend in social media apps, like Facebook, Instagram, and in various finance/banking apps, is to no longer use SMS as a means to send notifications or communicate with their customers. The primary reason for this trend is that companies cannot guarantee a higher level of delivery of those notifications to their customers because the carriers will not guarantee their service. We have built our own In-App notification / messaging system (the Message Center) within the SentriSmart™ App that ensures reliable and timely delivery of all notifications. **As of 10/11/2017, SentriLock will no longer send its notifications via SMS.** Customers currently electing to receive notifications via SMS will automatically have those messages sent to the Message Center in SentriSmart™ and to their email. Customers currently electing to receive notifications via email will see no change in this delivery method. The one exception to this change will be that notifications sent to emergency contacts via the Agent Safety Feature will still be sent using SMS.

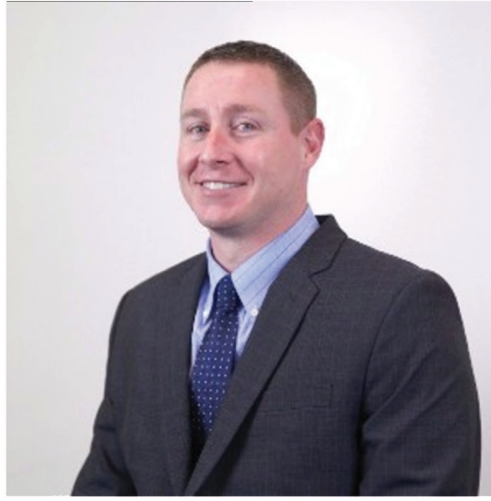
Second, we will be establishing minimum password requirements. The number one method hackers use to gain access to someone else's online account is to attack less secure passwords. SentiLock is making our system even more secure by requiring more robust passwords. **As of 1/1/2018, SentiLock will require a minimum password standard of six (6) characters, with one (1) upper case letter, one (1) lower case letter, and one (1) numeric value.**

Customers will be able to update their passwords to the new requirements in the SentiSmart™ Mobile App or the SentiLock Lockbox Website.

Third, we will be requiring an individual email address per account. Over the past year or two, additional functionality like allowing customers to change their own password or PIN has been added to the website and the SentiSmart™ Mobile App. While these are conveniences that give our customers more flexibility, it does expose security risks with an older practice we have accepted in the past of sharing email addresses for multiple user accounts. To ensure security for all customers, it is necessary to require every account in our system to have a unique email address associated with it. **As of 1/1/2018, SentiLock will require that every account have a unique email address.** Customers will be able to update their email addresses when prompted in the SentiSmart™ Mobile App or in the SentiLock Lockbox Website.

Customers affected by these changes will start seeing notifications and prompts in the coming weeks that will inform them of these changes, the actions that are required by them, and the steps to perform these actions. We appreciate everyone's cooperation as we make these improvements to security and reliability. Please contact your CRM with any questions.

SentriLock Employee Feature



Meet Rob Tipton Manager of Customer Care and Retention

Rob began working for SentriLock in early 2016, having previously managed the Real Estate Owned (REO) Department for a local regional bank. As the Manager of Customer Care and Retention, Rob's role is to oversee the Customer Relationship Department, which is responsible for fostering and maintaining relationships with our Association and MLS customers. When asked about how Rob finds inspiration for his work and maintaining customer relationships, Rob stated "I really enjoy working with my team and our customers to identify areas where SentriLock can improve in order to provide exceptional customer experiences for the customer and their members".

Rob is a 2016 Platinum Service Award Recipient. This is SentriLock's highest honor awarded to those that go above and beyond to provide excellent customer service. Rob's team received a request from an Agent to purchase a SentriLock lockbox cover that had been discontinued and they were unable to fulfill this request. Rob stepped in and "was able to locate a small quantity of used lockbox covers in our warehouse. After handwashing each cover, I shipped these to the agent for free. This was a very humbling experience as I had no clue that I had even been nominated. In my opinion, I was just doing what needed to be done to improve a customer's experience."

SentriLock supports an employee-centric atmosphere and Rob was quick to point out that the many non-conventional benefits provided by the company make a real difference. Over the last couple of years, SentriLock has introduced work from home privileges, a vacation reimbursement benefit for tenured employees and a Voluntary Time Off (VTO) program. Rob stated, "These benefits help to reduce stress, improve employee engagement, promote a healthy work/home life balance and encourages employees to donate time to charities of their choice".

Rob has lived in Cincinnati for the past 15 years, originally from Dayton, Ohio, just a little north of Cincinnati. He likes to spend his free time running and working out and is also an avid college basketball fan. Rob said "I'll watch almost any game that is on!". He loves spending any free time with his wife and kids. "Typically in the summer you will find us hanging out at the pool all day".

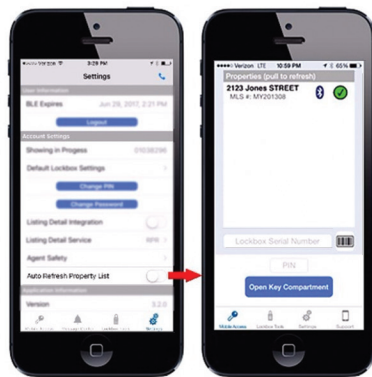
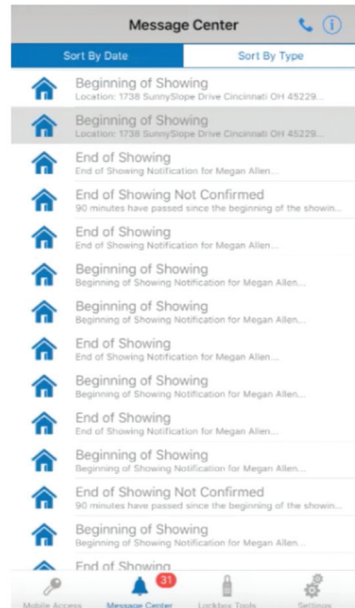
Thank you Rob for your dedication and service to the SentriLock team!

SentriSmart™ Tips and Tricks

Find exactly what you need, when you need it!

As a SentriSmart™ user, you have the ability to view your notifications through the Message Center feature. You can view the following items in the Message Center:

- Showing Notifications
- Low Battery Notifications
- Showing Feedback Survey
- Association Messages
- One Day Codes (if requested through IVR)
- Agent Fee Bills (if applicable)

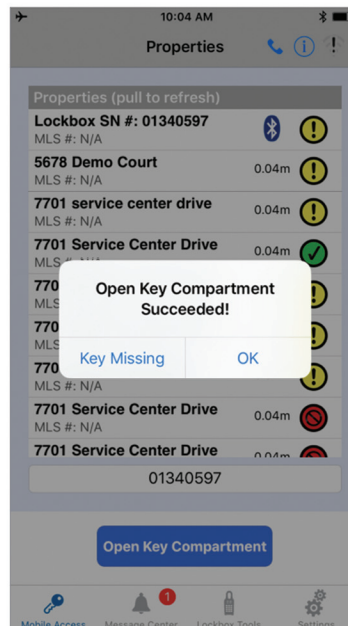
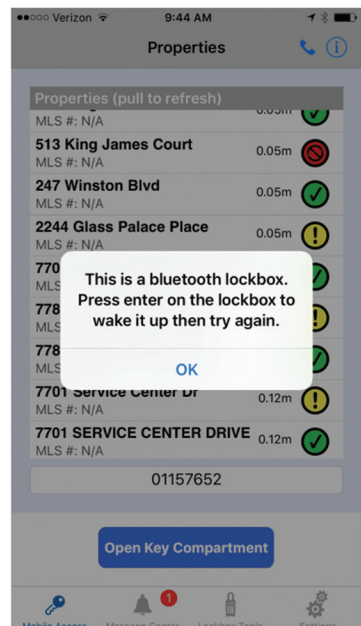


Make SentriSmart™ easier!

If you are primarily accessing Bluetooth® REALTOR® Lockboxes, we recommend setting the Auto Property Refresh to OFF in the SentriSmart™ Mobile App. This will simplify the interface on the launch page and improve the performance of the App. The list can be populated if needed by pulling down on the screen even with this feature disabled.

Eliminate Mobile Access Codes (MAC) on Bluetooth® REALTOR® Lockboxes!

There is an Administration level setting that, when enabled, will NOT allow a MAC code to be generated via the SentriSmart™ Mobile App on a Bluetooth® REALTOR® Lockbox. If an Agent requests a MAC for a Bluetooth® REALTOR® Lockbox, they will be prompted to hit enter on the lockbox to connect directly via Bluetooth® technology. Contact your CRM for more information on this setting and how it might improve your user experience.



No cell coverage? No problem!

The SentriSmart™ Mobile App can connect with a Bluetooth® REALTOR® Lockbox to open the key compartment and release the shackle when there is no cell coverage. When trying to access a Non-Bluetooth® Lockbox when there is no cell coverage, the SentriSmart™ Mobile Application will switch into offline mode. When your device is in this mode, you can obtain a Mobile Renewal Code within the App that you can use to renew your Sentricard® in the lockbox.