

## PROSPECTIVE LANDLORD & PROPERTY MANAGER QUESTIONS

- 1 How many properties do they manage?
- 2 Which LandlordStation features are of interest to the merchant?
  - Tenant Screenings
  - Rent Payments
  - The Whole Platform
- 3 Any specific needs to help streamline management business (*beyond what's listed above*)?

## FREQUENTLY ASKED QUESTIONS

**Q** Is LandlordStation available on the TSYS and FD platform?

**A** LandlordStation is only available on the TSYS platform

**Q** How does LandlordStation make it easy to manage rentals?

**A** **TENANT SCREENINGS** // Simplified submission form (*potential tenant's name and email address*) where the tenant authorizes and verifies identity and the landlord does not need to keep the SSN on file (*submitted directly to TransUnion by the potential tenant*), and choice between landlord-paid or tenant-paid

**RENT PAYMENTS** // Streamlined onboarding process through MX™ Connect with a simple auto-request feature, 2 business day transfers, competitive fees, and easy export of data

**ONLINE APPLICATIONS** // Editable online applications the landlord may email directly to the tenant or post on their site

**DOCUMENTS MANAGEMENT** // Legally binding electronic signatures and secure storage

**MAINTENANCE REQUESTS** // Easy communication between landlords and tenants with the ability to forward to a third party vendor to complete the task

**RENTERS INSURANCE** // Easy quote for renters insurance for the tenant and visibility to the landlord to show that the rental is covered



Q

Is there a limit to the number of properties that can be managed under LandlordStation?

A

No.

Q

How much does LandlordStation cost?

A

It is possible for the landlord to send/receive applications, run tenant screenings, accept online rent payments, and receive/update maintenance requests **at no cost**

— *The tenant screening fees and technology fees can be covered by the tenant. If the landlord wishes to use the e-signature feature, they will need a Starter or higher membership level.*

Q

What comes with a LandlordStation upgraded membership?

A

Discounts on tenant screenings, ACH Technology Fees (up to 10 per month with the Starter Membership, unlimited ACH rent payments covered under the Unlimited Membership), and e-signatures (up to 10 per month with the Starter Membership, unlimited with the Unlimited Membership) are included in membership price.

Q

How much is the revenue share to the partner and what does the revenue share cover?

A

See the LandlordStation Service Addendum found in MX™ Connect's Document Library

Q

How do I activate LandlordStation for a merchant?

A

— You may schedule a demonstration by visiting: [www.landlordstation.biz](http://www.landlordstation.biz)

— Review the [LandlordStation Activation Guide](#)

— Once approved, merchants receive a LandlordStation welcome packet, found in MX™ Connect's Document Library to complete the setup of LandlordStation Dashboard.

**Who do landlords contact for support?**

Landlords may contact [info@landlordstation.com](mailto:info@landlordstation.com) or 866.613.7773 for all customer support related questions.

