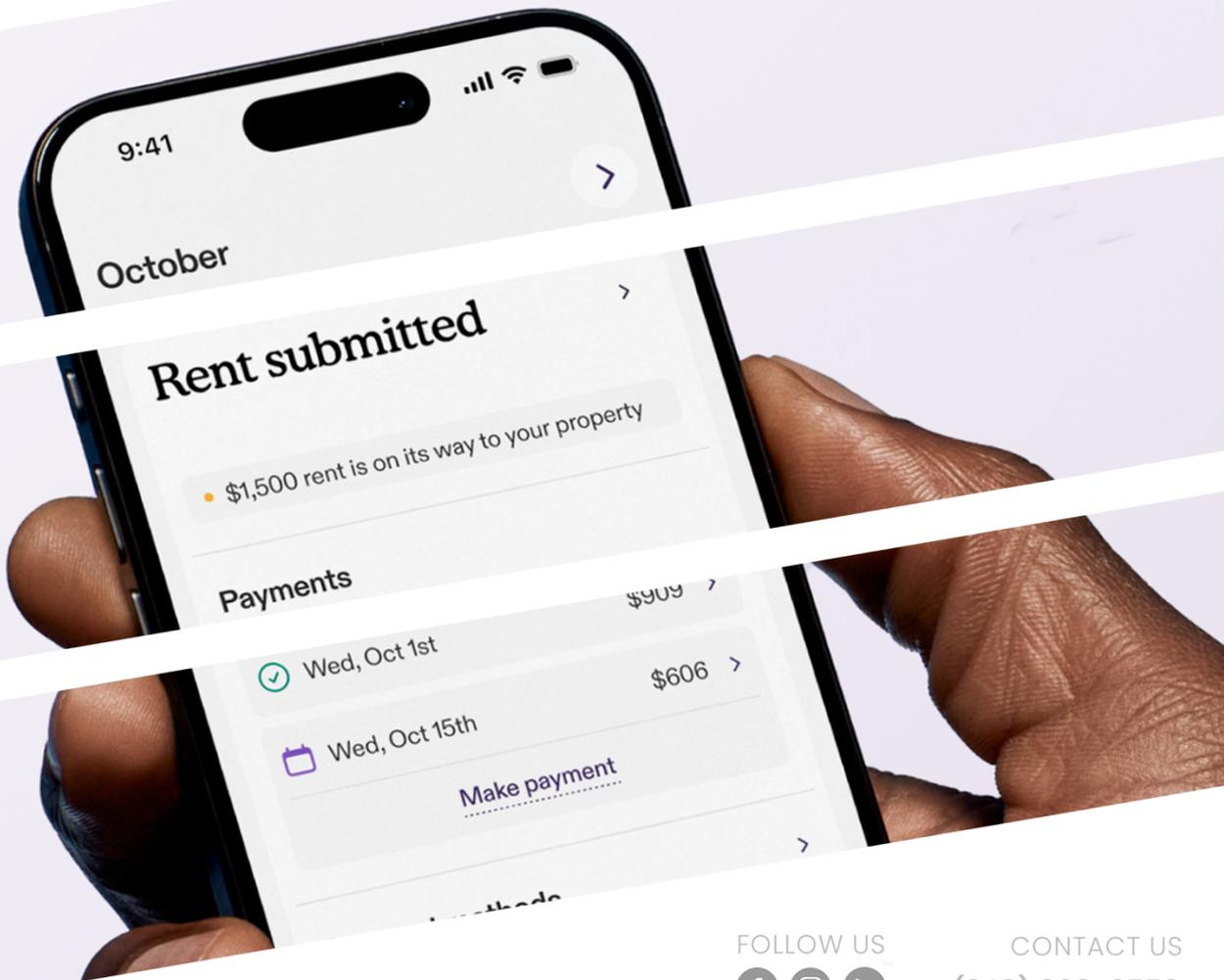




REAL PROPERTY MANAGEMENT[®]

FLEX RENT – FAQs

FOR RESIDENTS



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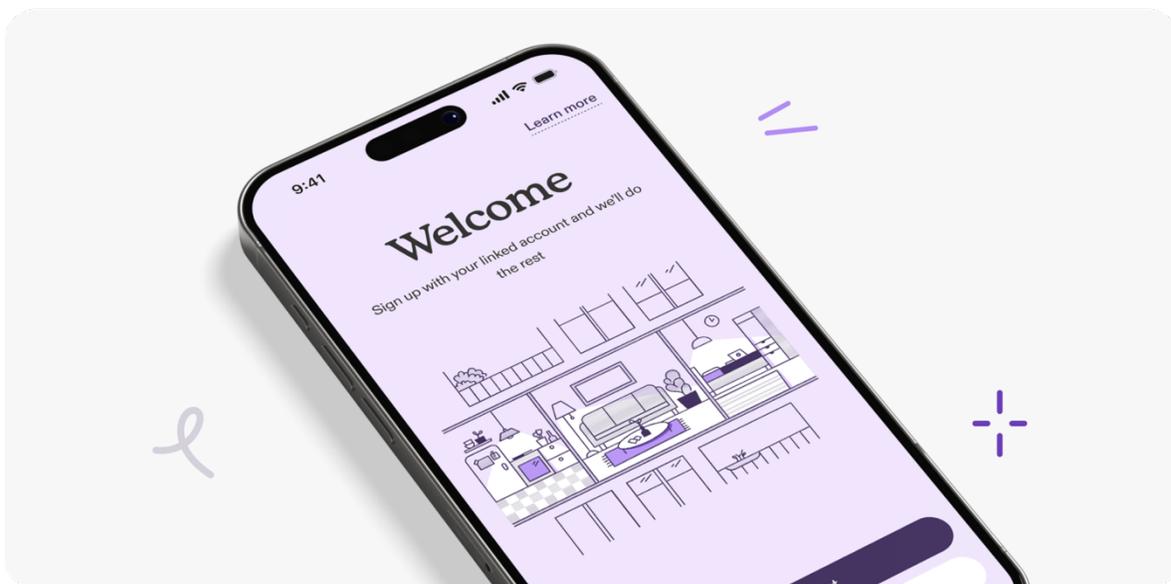


CONTACT US

(248) 808-6550

We're excited to share that you now have a new option to pay rent, on your terms.

With Flex Rent, you can pay part upfront, and the rest later in the month when it works better for your budget.



Here's how Flex can help you:



Improve cash flow

Smaller payments means more money on hand throughout the month.



Less stress

Flex helps you pay your rent on time, so you don't have to worry.

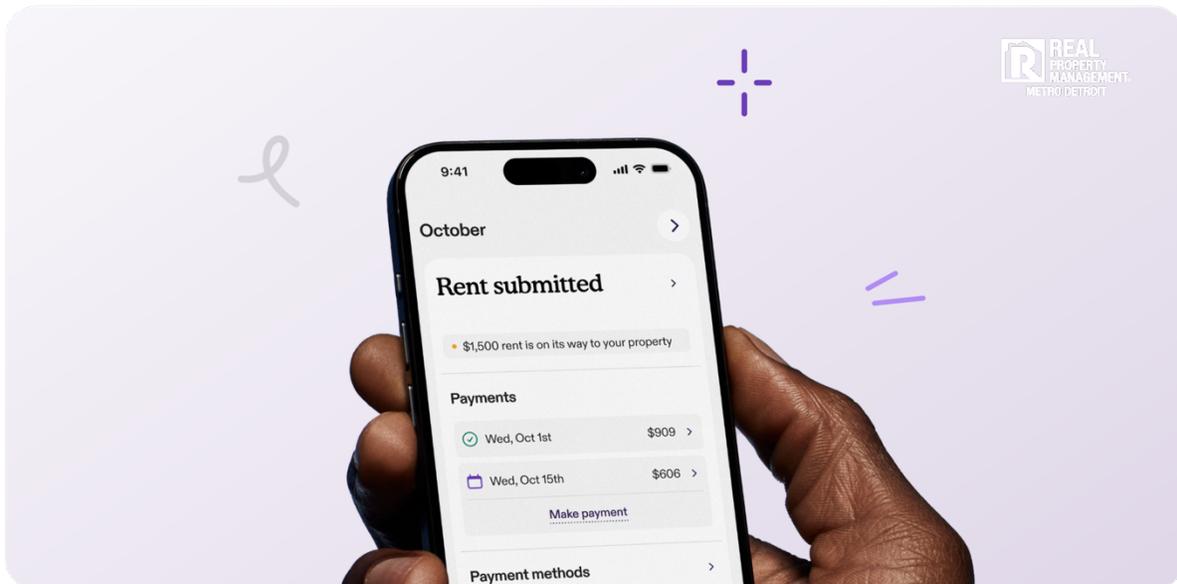


Build credit history

Successful payments made through Flex help grow your credit history.

Here's how Flex works:

1. Pay part of your rent to Flex up front.
2. Rent is paid in full to your property when it's due.
3. You choose when to pay the rest back, later in the month.



Start today:

1. Visit getflex.com or download the Flex app
2. Create your Flex account in just a few minutes
3. Connect your rent payment method securely
4. Enjoy the freedom to pay your way.



Scan to sign up
or learn more

**At RPM Metro Detroit, we're committed to making renting simpler,
smarter, and stress-free.**

Frequently Asked Questions - FAQs

1. What is Flex Rent and why should I offer it?

Flex Rent allows residents to split their rent into two smaller payments each month—while you receive the full rent amount up front and on time. Once you complete a quick setup through the Flex Property Hub, Flex will send rent payments directly to your bank account via ACH.

By offering Flex Rent to your residents, you can:

- Help them align rent with their income schedule
- Reduce late or missed payments
- Improve resident satisfaction—while giving them more flexibility in how they pay

2. When is the rent payment for residents made through Flex Rent?

- Once a resident's rent is posted, it is typically paid through Flex Rent between the last day of the previous month and the 5th of the current month.
- To ensure a successful rent payment, it is crucial for the resident to have funds available for their 1st payment via their linked payment method by 3pm ET on the 5th of the month.

3. Does Flex Rent affect a resident's credit history?

During the application process, Flex runs a soft credit check on the resident which does not affect their credit score. Each time a resident makes a rent payment through Flex, we will report the payment to TransUnion. Every on-time payment made through Flex establishes payment history which is key to building a positive credit profile.

Note: If your property already utilizes another rent reporting service, credit bureaus will deduplicate records, prioritizing reports from paid services.

4. How much does the resident pay for Flex Rent?

Flex Rent charges residents a monthly membership fee of **\$14.99** (or less if they meet certain criteria).

The Flex Rent Credit Line, provided by Lead Bank, includes **no interest, no late fees, and no penalty fees.**

All customers are subject to the following additional charges:

- A **bill payment fee** of 1% of the total rent amount.
- A **card processing fee** of 2.5% when using a credit card. No card processing fee applies to debit card payments.

5. Resident qualifications

Flex evaluates your resident's eligibility using a variety of factors including your credit report information, your banking information, and other information about your payment history. Generally, residents who are fair or better credit, with sufficient deposits and average bank balances will qualify for Flex.

What is fair credit?

While each individual's credit situation is unique; generally, residents with fair or better credit have:

- May have missed some payments on their accounts in the past, but are on time on their accounts now.
- Low or moderate credit usage overall, but may have 1-2 accounts that have high usage.
- 3 or more open accounts.
- No recent defaults or bankruptcy filings.

6. Resident sign up deadline

Residents who use Flex Rent have their rent submitted between the last day of the prior month and the first 5 days of the current month.

As long as residents are successfully signed up **by 5PM ET on the 4th day of the month**, there's still enough time to process your payment for that month.

If they enroll with Flex after 5pm ET on the 4th, we will set them up for rent payment in the following month.

7. Resident denials

Flex is constantly adapting to many factors in real time. There are a few reasons why a rent payment may not be submitted by Flex for residents that are approved:

- They do not have enough funds in their bank account to complete their first payment to Flex at the beginning of the month.
- They use a debit or credit card with Flex that has expired.
- The authorization of their required first payment is not successful.
- They have a past due or outstanding balance on their rent ledger.
- ACH is disabled on their online rent portal and was not enabled by the 5th.
- Their posted rent bill amount is incorrect or not available.

Questions About Flex Rent? We're Here to Help.

If you experience any issues or have questions about your Flex Rent payments, our local team is happy to assist you.