

## SPM PROPERTIES INC

### RENTCAFE: FREQUENTLY ASKED QUESTIONS AND ANSWERS

#### Registration Questions

##### How do I register?

We emailed you an invitation to register for RENTCafe. If you have not received an invitation email, please reach out to Miga at [miga@spmproperties.com](mailto:miga@spmproperties.com) or 925-407-8034.

#### Sign-In Questions

##### What is my username?

Your username is the email address that your RENTCafe registration invitation was sent to.

##### How can I change my username/email address?

Once you have signed in, click the Profile icon found on the right side of the top menu, then click the Edit Profile button. Please also inform the team at your community if you have a new email address.

##### How can I retrieve my password?

Click the Forgot Password link found on the resident login screen – Enter the email address you used to register for RENTCafe, complete the ReCAPTCHA and click Submit. The system will email you a link to change your password.

##### Why didn't I receive a new password after using the Forgot Password page?

Your password is sent to the email address you used to register with RENTCafe. If you don't receive your password within 15 minutes, please check your spam folder.

##### What if I can't access the email address associated with my account?

Please contact your Property Manager, and they will update your account with your new email address.

##### How do I change my password?

Once you have signed in, click the Profile icon found on the right side of the top menu, then click the Change Password button.

## Payment Questions

### How much do I owe? What do I do if my balance is incorrect?

When signed in, click the Payments tab found within the top menu. Your balance is displayed within the Make Payments tab. If you have questions about a charge or your balance, please contact your Property Manager.

### Is there a fee associated with paying online?

There is a \$0.95 fee for payments made from your bank account (ACH payment). SPM does not receive the convenience fees or profit from them. To help you with his cost, we are offering a one-time \$30 bonus (a statement credit) if you sign up for Recurring Payment (Auto Payments) before 11.1.2020.

### Is there a fee associated with paying with a physical check?

Yes, we charge \$3 processing fee for each check received and processed. Paying online via RENTCafe is cheaper alternative. As mentioned above, you'll get a \$30 credit when you sign up for Recurring Pay on or before 11.1.2020. This credit is enough to cover 31 months' processing fee of \$0.95.

### Can I set up more than one payment account?

Yes, in the Payment Accounts tab of the Payments page, you can add multiple bank accounts and/or multiple credit/debit cards. Payment accounts listed on this page are available for use when making one-time payments or when scheduling auto-payments.

### Can I make a split/partial payment?

To pay an amount different from the amount due, please change the amount in the Payment Amount field within the Make Payments screen and confirm that the Total Amount within the Payment Details displays the desired payment amount before clicking the Next button.

### How do I get a receipt for my payment?

When you have completed your online payment, click the Print button on the confirmation page. We will also email you a receipt.

### Is my online payment secure?

You can make payments through RENTCafe with confidence that your personal information will be protected according to the highest industry standards.

Transactions and information submitted via [RENTCafe](#) are compliant with data security standards established by the payment card industry to keep personal and payment information secure. The data security standards define best practices and dictate how information can be collected, stored, and transferred.

### Managing Auto-Payments (Recurring Payments)

We are offering a one-time \$30 bonus (a statement credit) if you sign up Auto-Payments (Recurring Payments) on or before 11.1.2020.

#### How do I set up an auto-payment?

When signed in, click the Payments tab found within the top menu. Then, click the Auto-pay Setup tab on the Payments page.

You can also edit or remove an auto-payment set up from this page.

#### How do I change the date of my auto-payment?

When signed in, click the Payments tab found within the top menu. Then, click the Auto-pay Setup tab on the Payments page. This page lists your auto-payments. To change the date, click the Edit button within your existing auto-pay set up and update the Start Date to a future date and edit the auto-payment Pay On date. Click Next and complete the confirmation process.

#### How do I change the amount of my auto-payment?

When signed in, click the Payments tab found within the top menu. Then, click the Auto-pay Setup tab on the Payments page. This page lists your auto-payments. To edit the payment amount, click the Edit button within your existing auto-pay setup and update the Start Date to a future date and edit the Payment Amount. Click Next and complete the confirmation process.

#### How can I stop my auto-payment?

When signed in, click the Payments tab found within the top menu. Then, click the Auto-pay Setup tab on the Payments page. This page lists your auto-payments. To cancel a payment, click the Delete button next to the desired auto-payment. Click OK again to confirm. Your auto-payment will be deleted, and funds will no longer be deducted for future payments.

Auto-payments will stop automatically if you move out, if your account status changes to “cash only,” or once it reaches the “End Date” you designated when you set up your auto-payment.

#### What happens when I renew my lease and I have an auto-payment scheduled?

Auto-Payments will continue to deduct unless you entered an End Date when setting up your auto-payment.

If your monthly rental amount has changed, you should update the payment amount of your auto-payment.

[What happens when I submit my Notice to Vacate and I have an auto-payment scheduled?](#)

You should update your Auto-Payments setup and entered an End Date.

If you are moving out mid-month, then you should update the payment amount of your auto-payment to the prorated amount.

## Resolving Payment Problems

[I transferred to a new unit. When I try to make a payment, why does it list my old apartment number?](#)

Please contact your Property manager to ensure you are correctly linked to your new apartment.

[Will my payment be considered on time?](#)

Rent is due on the first of the month and is considered late after the fifth of the month (some leases have shorter grace period, please check your lease). All payments made thru RENTCafe on or before the last day of your grace period will be considered on time, assuming that your payment will be honored by your financial institution.

[Why hasn't my payment been withdrawn from my bank account?](#)

Online transactions can take anywhere from three to five banking business days to process. If the funds have not been withdrawn after five banking business days, please contact your Property Manager.

[Can I cancel a payment that I processed online?](#)

Once a payment has been submitted, it is not able to be canceled. For more information, please contact your Property Manager.

[How can I verify that my payment was successful?](#)

If a One-Time payment was successfully received, you will see a confirmation message appear once you submit your payment. Additionally, you will also be emailed a payment confirmation number. Verify that the email confirmation states that a payment has been successfully received.

You can also log in to your RENTCafe account, click the Payments tab found within the top menu. Then, click the Recent Activity tab on the Payments page. This page lists online payments that have been processed and are being transmitted to the bank.

If you're not sure whether or not a payment was successful, please contact your Property Manager before attempting to submit a new payment online.

## Questions about \$3 processing fee for payments made with physical checks

Is there a fee associated with paying with a physical check?

Yes, we charge \$3 processing fee for each check received and processed. Paying online via RENTCafe is cheaper alternative. You'll get a \$30 credit when you sign up for Recurring Pay on or before 11.1.2020. This credit is enough to cover 31 months' processing fee of \$0.95.

I am required to pay my rent with secured funds only as I had 2 more NSFs. Will you charge me the \$3 processing fee for my Money Orders?

Please reach out to your Property Manager, and we'll remove "Cash equivalent only" restriction from your status as one-time courtesy, and allow you to pay in RentCafe. If your RentCafe payment gets returned, we'll put you back on "Cash equivalent only" restriction and charge \$3 for each Money Order or Cashier Check.

I don't have internet or computer. Am I still going to be charged a fee for paying rent by check?

You can pay your rent using your mobile device by simply uploading RentCafe app.

If you don't have a mobile device, please reach out to your Property Manager and discuss the situation.

Why am I being charged to pay rent by check when my lease says I can pay by check?

We mailed an official notification of the said charge to all our tenants. As a Landlord, we have a right to charge a reasonable fee to help offset our expenses.