FREQUENTLY ASKED QUESTIONS

RealPage® AI Screening is now available for On-Site. This scoring model will come with its own group of screening criteria (settings), which will empower operators to make well-informed decisions on applicants. This document covers some of the most frequently asked questions we hear about AI Screening for On-Site.

WHY THE NEW SCORE?

The new AI Score uses cutting-edge machine learning techniques (Artificial Intelligence) and behavioral data to provide a score that makes sharper predictions of applicant risk.

This new score is risk-based and not rules-based, meaning that the score is transferable for prospective residents – providing an opportunity to choose between different units or sister properties.

By using AI Score to add critical intelligence to resident portfolios, property managers can decrease bad debt expenses associated with skips and evictions, improve net operating income (NOI) and add favorable tenants to their revenue stream. AI Score has the proven ability to increase clients' NOI by millions and add billions to their asset valuation.
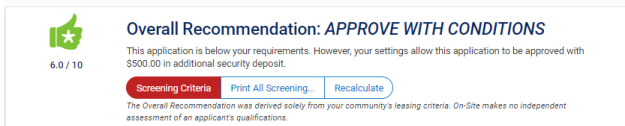
HOW WILL THIS IMPACT ME?

Operationally, there will be minimal impact. There are some changes you may notice in the screening results:

- The AI Score range is 0-1000, replacing the current On-Site 0-10 score.
- The Screening Overview section, which previously only listed Passed and Failed factors, now includes Conditional factors to help you easily understand the criteria (apart from AI Score) that trigger a certain result.
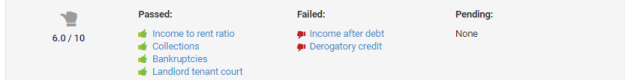
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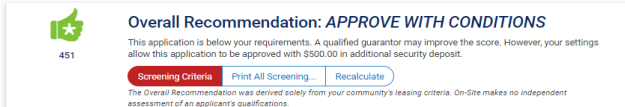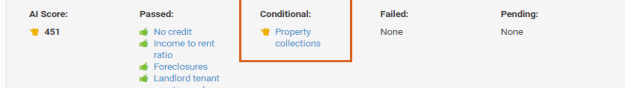
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WHY IS THE AI SCORE RANGE 0-1000?

The new score range for AI Score (effective immediately for On-Site) is now 0-1000, replacing the current 0-10 score. The new score levels have been updated in order to differentiate the AI Score from the original preference-based model. The change will help you to adopt more precise scoring thresholds in order to ensure that your occupancy is not negatively impacted.

WHAT IS THE SCORE THRESHOLD?

With the new AI Score ranging from 0-1000, it allows you to customize a "Pass" and "Fail" threshold. Any AI Score falling between these thresholds will return an "Approve with Conditions" recommendation.

For example: If you set AI Score thresholds of 450 for a "Decline" recommendation and 600 for an "Approve" recommendation, it will return an "Approve with Conditions" recommendation when the AI Score is between 450-600, a "Decline" when below 450 and an "Approve" when above 600.

WHAT HAS CHANGED IN TERMS OF THE SCREENING CRITERIA?

The preference-based screening criteria have been streamlined to work in concert with the AI Score. Several of the criteria have been eliminated to avoid conflicts or redundancy with the AI Score model. The remaining preference-based criteria will operate independently of, and will not affect, the AI Score. The importance levels that you can assign to these screening criteria have been simplified to just three categories: "Not Considered", "Pass/Conditional" or "Pass/Fail". All other importance levels ("Extremely", "Very", "Moderately", "Somewhat", etc.) have been removed.

Your current importance levels will be migrated to these three new categories as follows:

CURRENT IMPORTANCE	NEW IMPORTANCE
Pass/Fail	Pass/Fail
Extremely	Pass/Fail
Very	Pass/Fail
Moderately	Pass/Conditional
Somewhat	Pass/Conditional
Not Very	Not Considered
Not Considered	Not Considered

WHAT IS THE IMPACT OF THE NEW IMPORTANCE LEVELS?

Today, the importance level that you choose for a screening criterion causes the score to be adjusted when that criterion returns (except for the "Not Considered" importance level, which has no impact on the score). The degree to which the score is impacted depends on how "important" you indicated that criterion is to your leasing decision. With AI Screening, however, these preference-based screening criteria and your chosen importance levels ("Pass/Fail", "Pass/Conditional" and "Not Considered") do not affect the AI Score. Instead, those criteria operate independently and will be evaluated entirely outside of the AI Score. The screening software will compare the result from applying your preference-based criteria against the result based on the applicant's AI Score in light of your designated AI Score thresholds, and will return the most stringent result as the overall recommendation for the application.

For example, if an applicant has only one preference-based criteria return, and you have assigned a "Pass/Conditional" importance level to that criteria, the result based on your preference-based criteria would be "Approve with Conditions". However, if that applicant's AI Score calls for a recommendation of "Decline" based on your AI Score thresholds, then an overall recommendation of "Decline" will be returned for the application. If, on the other hand, the applicant has an "Approve" or "Approve with Conditions" AI Score based on your score thresholds, but has one or more "Pass/Fail" criterion

return, the overall recommendation will also be "Decline". An applicant with an "Approve" result under both your preference-based criteria and your AI Score thresholds would receive an overall recommendation of "Approve."

As with the current model, the return of a criterion that you have assigned an importance level of "Not Considered" will have no impact on the overall recommendation.

HOW DO YOU KNOW THE RECOMMENDATION FOR AI SCORE?

Depending on the user permission level, the "Screening Overview" and "Screening Details" pages will display the overall AI Score, along with each individual AI Score. The original thumbs up or thumbs down icons, which indicate the recommendations for each applicant and for the overall application (based on AI Score and on each preference-based screening criteria), will be retained.

WHAT HAPPENS WHEN I SCREEN TWO OR MORE APPLICANTS TOGETHER USING THE AI SCORE?

When screening two or more applicants together, it will work the same as before. You will get one overall scoring result, but when viewing the "Screening Summary" page, you will be able to see each individual applicant's AI Score.

WHAT HAPPENS TO ANY PREVIOUS SCREENS THAT USED THE ORIGINAL ON-SITE SCORING MODEL?

Any applicants screened before implementing the AI Score will not be affected. The score and the result will not change. Recalculating will not update the score to the AI Score.

WHAT HAPPENS IF I ADD AN APPLICANT TO AN EXISTING LEASE THAT DID NOT USE THE AI SCORE?

If you add an occupant to a lease where the applicant was screened with the previous screening model, it will use the original On-Site

scoring model to calculate the applicant's score and recommendation.

HOW ARE RENEWALS IMPACTED BY THE AI SCORE?

When the AI Score is enabled, and you choose to rescreen for renewal, the new AI scoring model will be used to generate the new score and recommendation.

HAS ANYTHING CHANGED WITH THE CRIMINAL SETTINGS?

No. All existing criminal settings will remain the same as before.

CAN I CANCEL AI SCREENING?

Yes. Existing On-Site customers will receive a free 90-day trial of AI Screening, followed by a 90-day money-back guarantee period, during which you will be charged $2.40 per applicant for AI Screening, in addition to the fee for your existing scoring bundle. However, if you are not convinced of the value of AI Screening, you can cancel at any time before or during your 90-day money-back guarantee period. If you do so, we will revert your properties back to the original scoring model and you will be issued a full refund of any additional fees that you paid for AI Screening through the cancellation date.

This free trial and money-back guarantee is only available for existing On-Site screening customers. If you are a new On-Site screening customer, your AI Screening fees and cancellation terms will be stated in your contract with AI Screening for On-Site.

WHO CAN I CONTACT IF I HAVE ADDITIONAL QUESTIONS?

The AI Screening for On-Site website **realpage.com/aiscreeninglaunch** is a great resource for many of your questions. If you can't find the answer to your questions, you can email us at: **OSM_Support@RealPage.com**