



Brookfield GRS (formerly Prudential) and BridgeStreet Administration Program Overview

Frequently Asked Questions

Who is the Administrator of this program?

At the end of the RFP process in October 2011, BridgeStreet was chosen as the Administrator of the Brookfield GRS (formerly Prudential) program in the Americas and EMEA. Oakwood won the Administration of the program in APAC and Canada.

What does being the Administrator mean?

It means that for the US (and Central and South America), BridgeStreet will oversee the program in its entirety. They will be responsible for sending out initiations, processing bookings, facilitating invoicing, service resolution and reporting back to the client.

What is the difference between this program and Brookfield GRS and Nomad's platform?

You will see accounts set up under BridgestreetBGRS/ABC company. In addition, you will also see a couple of accounts set up under BrookfieldGRSAZ/ABC. Both of these account types will fall under the Master Corp number of 617 for the account formerly known as Prudential. Accounts that are set up under BrookfieldGRS/ABC Company and fall under the Master Corp number of 1634 are legacy Brookfield accounts and should not be impacted by this new process with BridgeStreet. The Administrator model is the Prudential legacy RFP decision and will run as a separate platform than the Brookfield GRS Nomad platform (we do NOT participate on the Nomad platform). BridgeStreet – Oakwood will fall under Master Corp number 371. BridgeStreet – ExecuStay will fall under Master Corp #3782. BrookfieldAZ (not an easysource) is client directed to Oakwood and under MasterCorp 617. For reference: Brookfield legast (Nomad) Master Corp #s are 1492, 1634, 1556 and 1560 and are regionally driven. These Master Crop #s are not on the BridgeStreet – Easysource platform.

How and why is Oakwood involved?

Oakwood was chosen as a supplier and will be added to the BridgeStreet Easy Source platform. Our scope, coverage and market expertise enabled us to win addition to the Administrator platform. Oakwood will receive an initiation for every potential booking into our core markets. We are anticipating approximately 10-30 initiations daily.

What defines a Core Market and can we add to the list we have already provided?

A core market is a market in which we hold leases. Yes, we can add additional markets into the Easy Source system at any time by emailing the NAC who will enter into Easy Source.

**What is the standard initiation process?**

BridgeStreet will send the initiation through the [Bridgestreet/BGRS/AZ@oakwood .com](mailto:Bridgestreet/BGRS/AZ@oakwood.com) mailbox to the assigned CSR – Lauren Arapian. She will then process in the normal way and send out to the field for your response.

What is the response time needed?

The standard two hour response is required. The faster we respond with the best option the more likely we are to win the business.

What is the process for booking these units?

When an apartment option is offered we will need to ensure the option is available, after the CSR has offered the option to BridgeStreet. Since this is a sourcing tool, BridgeStreet will have offered out apartment along with other available units to the client. Because of this, there is a delay in response time to you as to whether we have won the bid or if another supplier was selected. BridgeStreet has informed us we will be notified in either case. In order to ensure a seamless process, please hold the offered unit for 24 hours to ensure we can book it if we win the business.

Please also refer to the booking process flow attached to this document

In a core market can we offer a "wholesale" apartment if we don't want to take out inventory?

No, we can only offer product that Oakwood holds a lease or is willing to sign a lease on.

Will BridgeStreet have "last look" on the options offered before sending options to Brookfield GRS?

No, all offers that meet the client CTS's will be offered to Brookfield GRS.

How do we quote rates?

When quoting the rates please keep in mind that \$8/day will be paid back to Bridgestreet, however, based on our agreement with Brookfield GRS we are not to increase the rates to cover this cost.

How is the \$8/day a determined?

There is a "pay to play" fee of \$3/day which covers our access to BridgeStreet's Easy Source platform and \$5/day for the referral fee payment which BridgeStreet will pay to Brookfield GRS

How will BridgeStreet receive these funds?

BridgeStreet will short pay the invoices by \$8/day (i.e.- if the daily rate is \$100/day we will receive payment of \$92/day)



How is service and service recovery handled?

All service requests should be communicated via the CSR to BridgeStreet. We are not to communicate directly with the BridgeStreet guest, all Oakwood collateral should be removed from the apartments.