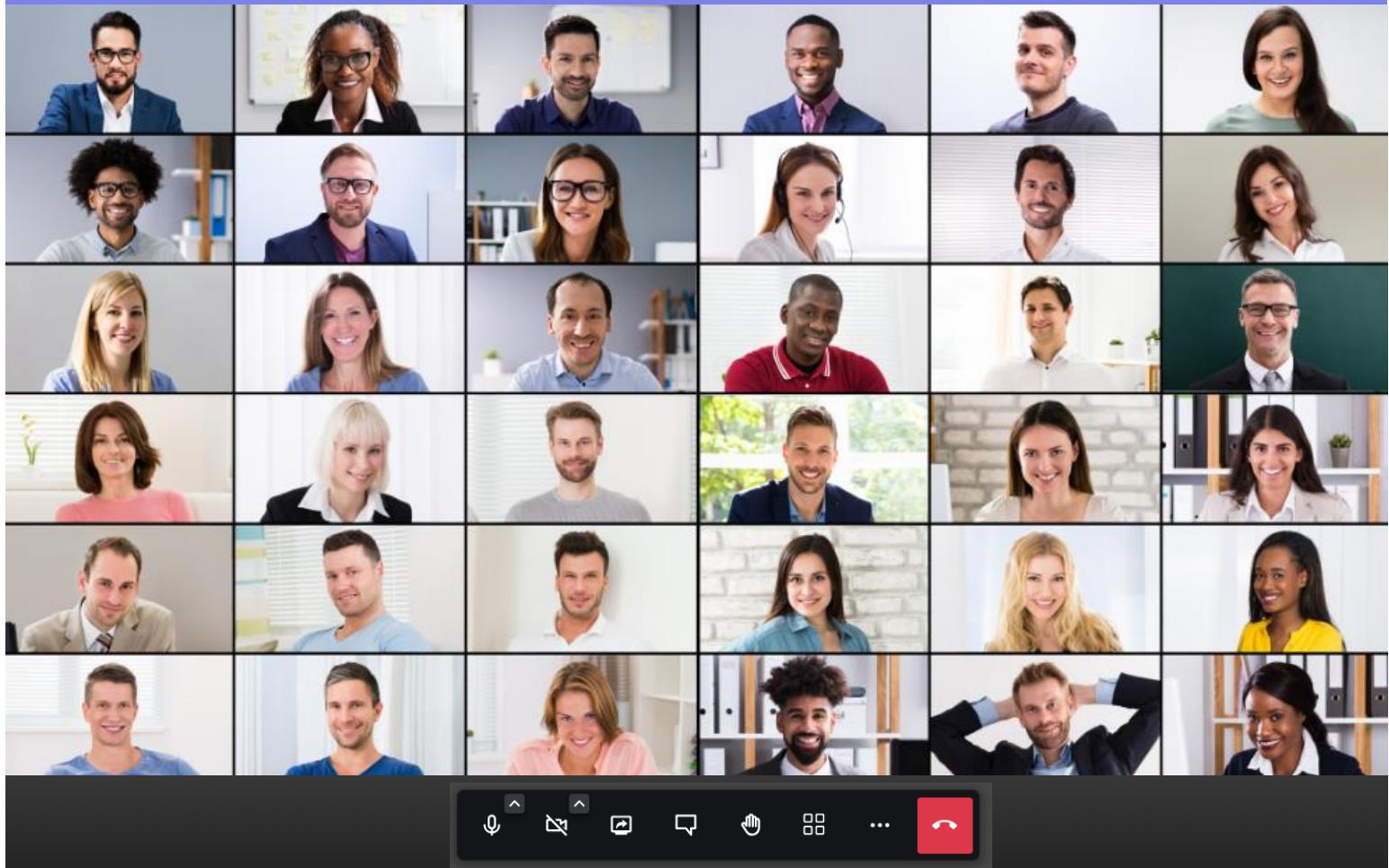


# Virtual AGMs, Yes, we can!





## Homeowners

- Q** Do I have to print or scan the proxy form after I complete the form online?
- A** No. The system will email a digital pdf copy to you and your property management company. We will automatically compute your proxy and votes immediately after you complete and submit the proxy form.
- Q** I changed my mind after I completed and submitted the proxy form. How do I change the proxy form, and will the change take effect?
- A** You can log in to the online platform anytime and delete the previously submitted proxy form and create a new one. The system automatically takes the information in the final submitted proxy form.
- Q** After submitting the proxy form, I changed my mind and attended the AGM, and then voted. Which vote will be valid?
- A** If you attend the AGM, any vote will overwrite what was provided by the proxy form.
- Q** I voted for specific candidates using the proxy form. Can you keep my voting sequence when counting votes?
- A** Yes.
- Q** I could not submit the Candidate Disclosure Form on time, can I nominate myself at the AGM?
- A** Yes. You can nominate yourself from the floor at the AGM.



## Homeowners

**Q** Our Condominium corporation by-laws allow me to nominate someone to represent me, be my proxy, and be nominated for a board position. How do I do that?

**A** Two ways:

- 1) When filling-out the proxy form, you can enter the name of your representative. Your representative will receive the AGM invitation and will be your proxy at the AGM.
- 2) At the AGM, nominate your representative for a position on the board. Given the chairperson's approval, we will add your representative name to the nomination list.

**Q** I'm a registered owner or mortgagee. I own multiple units; do I vote multiple times? Do I log in multiple times to your system to vote?

**A** No. If an owner owns multiple units, their one vote will be multiplied by the number of totals units they own. Also, any proxy form instructions will be multiplied by the number of units.



## Condominium Manager

- Q** Is your Preliminary Notice of Meeting digitalized? Where can I find the digital form?  
**A** We created a portal for each property management company on our platform. Each Condominium Manager will have an account to login and create an AGM task. The portal includes scheduling the AGM date and time, making the Preliminary Notice of Meeting, uploading PDF documents, and merging documents.
  
- Q** Is your Candidates Disclosure form digitalized? Where can it be found?  
**A** The candidate disclosure form is available to each condominium corporation that has a scheduled AGM coming up. It's available online for the unit owners.
  
- Q** Does your system check for a candidate Disclosure form deadline?  
**A** The system will check for the deadline and will not allow submission after the deadline. When creating the AGM package, candidate disclosure forms received will be available to be attached with the AGM package.
  
- Q** When we have homeowners on the arrears list, they cannot vote; how does your system deal with this situation?  
**A** Given the property management company's arrears list before the AGM, any vote with a name from the arrears list will automatically not be counted.
  
- Q** Does your system validate the rules of General-director or owner-occupied positions?  
**A** Yes. It has built-in verification functions when proxy filling or voting.



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## Condominium Manager

- Q** While the number required for quorum varies by community, almost all communities will struggle to reach quorum at some point. How can you help?
- A**
- We provide void proof E-proxy form with advance voting. The E-proxy form will automatically be filling out the corporation's legal name, date, time and guarantee that all signatures and initials are filled out before submitting. These checkpoints will minimize void proxy forms.
  - Advance voting by telephone.
  - Better engagement across the member base by providing awareness, reminders, and alerts via email and SMS.
  - We create a campaign of email and SMS reminders and awareness to give the community proper notice of the upcoming meeting.
  - Better communication with the condominium manager and the board of directors with routine status update of quorum by submitted proxy count.
- Q** How does your platform handle the scenarios of multiple general director and homeowner occupied positions?
- A** Our system can be configured to handle two modules:
- 1) Single vote module  
When there is one or more general directors' position, the system provides all the names on the nomination list in the dropdown list. Homeowners select multiple candidates from the drop-down list. The candidate with higher votes receives the longer term, followed by the runner-up then the rest of the positions.
  - 2) Multiple vote module:  
Vote for each position individually. The system provides all the candidate names on the nomination list. The homeowner only selects one name from the list. The system picks up the candidate with the highest votes. The process gets repeated for the remaining positions. A general director and owner-occupied positions always carry separate votes.



## Condominium Manager

**Q** I'm not technologically savvy. Do I have to install any application to use your platform?

**A** You do not need to install any application. A modern browser is all that is required.

**Q** Can I use my mobile phone to use your platform?

**A** Yes.

**Q** I will call-in by phone. Can I participate in the AGM? Can I vote?

**A** Yes. As long as you remain logged in on the AGM application, you can participate in motions, nominations, voting, and the Q&A.

**Q** I have an unstable internet connection. Can I join the AGM?

**A** Yes. We provide three options for unstable internet connections or homeowners outside of the country that do not have a solid internet connection.

1. Dial-in using a conference call - you will be able to do all the AGM functions while logged into the online application and while on the phone
2. Log in to the application and switch to streaming
3. Log in to the application and choose audio only

**Q** Is your system secure? Do you provide an audit trail?

**A** The property management company will validate registered owners or mortgagees before creating an account on our platform. Every homeowner needs an account on our platform. Only verified users with an account can use the platform. All of our communications (data, video, and audio) are secured with end-to-end encryptions. Lastly, our servers are hosted in Canada.



## Condominium Manager

- Q** Our Condominium community has over a thousand apartments. We anticipate a couple hundred to attend the AGM. Can your system handle that?
- A** Our system provides over 100 concurrent participants to attend the meetings and thousands by video streaming.
  
- Q** Do you moderate or host the AGM meeting? Does your team support the meeting?
- A** We provide a technical moderator to host the meeting for every AGM. We also have technical staff attending the meeting.
  
- Q** Can you remove an unruly attendee from the meeting if a chairperson requests it? How long will it take? What is the process?
- A** We can mute a participant at any time or remove an unruly attendee upon the chairperson's request.