

## Rental Transactions Policy Update

### Rental Payment Procedures

To enhance security and protect both our clients and the company, particularly in light of increasing wire fraud, we will **no longer provide our commission account number broadly**. Tenants may submit the first month's rent only through the following approved methods:

1. **Online Bill Pay** – Tenants may pay via their bank's online bill pay system (similar to paying a credit card). The bank will issue a check directly to us.
2. **Certified or Bank Check – In Person** – Checks may be dropped off at any of our offices. The property address must be clearly noted on the check.
3. **Certified or Bank Check – Mail** – Checks may be sent via UPS to either the West Chester or Collegeville office. Tenants should clearly include the property address on the check.

### Commission Payments

- Commissions will be disbursed to the agent on the **first day of the lease**, which is considered the "closing" of the transaction.
- Until that date, tenants retain the right to withdraw.

### Important Notes

- **VENMO is not accepted** for collecting commissions and is considered an illegal method.
- **Wire transfers are not accepted** for rental commissions.

These procedures are in place to ensure secure transactions and protect all parties involved. Agents are expected to follow them strictly for every rental transaction.