



November 11th, 2021

Dear Owner,

We are excited to announce that we will be upgrading our accounting software!

While our prior accounting software system has worked well, we were searching for software that would give you all the owner information you need – but in an easier to use and simpler format.

Our new provider, Rentvine, has an easy-to-use owner portal. One improvement you will see will be your monthly owner statement. It will now be easier to read and give you more clarity on the financial activity of your property. You will also be able to view your property's basic information, view your management agreement, make payments, etc.

What you need to do:

In order to access your new owner portal, you will need to create your new login. Please carefully read and follow the information below. Once you do this, you will have full access to your portal account.

To access your portal, you will need to log in for the first time using the easy steps below:

1. You will soon be receiving an email from Rentvine (the new software), which will invite you to register and create a password for your private online account. This link will expire in 3 days.
2. After checking your junk and spam folder, if you have NOT received this email, please contact us at Info@RentGrace.com. If you need more help, we have a step-by-step guide on how to register for your new portal on the link below.

<https://help.rentvine.com/owner-portal-registration>

A few common questions that may help you:

Q – Will I have to re-enter all my bank account information for my owner distributions?

A – No, we will use the same bank account information that we have on file for you.

Q – Will I still receive my funds the same way and at the same time?

A – Yes, funds will be paid on or about the 10th day of each month via an ACH transfer into

your bank account.

Q – Will I still be able to see my monthly statement on the portal?

A – Yes, all statements going forward will be available on the Rentvine portal under the Statements tab.

Q – What if I need to see a statement prior to 2020?

A – We are working to provide a year-to-date cash flow report for 2020 and 2021. If you need more details, please contact us at Info@RentGrace.com.

Q – Will I still receive my 1099 year-end tax statement through the portal?

A - Yes

Q – Will I still be able to make an owner contribution to Grace through the owner portal?

A – Yes. Click on the tab via your portal labeled “Make Payment”. You will select how you would like to make the contribution and the amount of the payment.

Q – Will I still have access to my AppFolio (prior software) portal?

A – Yes, you will have read-only access until March 31, 2022. We do encourage you to download any documents you think you may need prior to March 31, 2022.

Q – Will I have access to view my management agreement document?

A – Yes, we will be transferring all documents, and once completed they will be in your Files tab via your portal.

Q – If I am a part of multiple LLC’s, can I set up one username/password for my portal and have access to all LLC’s?

A – Yes, you will be able to tie different LLC’s together but will need to use the same email address for each LLC. You will need to register for one portal invite (steps above) and then after that, you will need to just accept all portal invites for the other LLCs. You should not need to register again. Going forward you can toggle between all LLC’s by just logging into the portal with your email address and password.

We are excited to bring you this new improved experience! If you need any help setting up your access, or have any questions please e-mail us at Info@RentGrace.com.

Marc Cunningham, President