



January 21, 2022

Dear Homeowner,

ClickPay, a RealPage Company, is the payments processing partner for your residence managed by Lighthouse Property Management. We would like to sincerely apologize for the issues experienced during the introduction of our new payment portal.

While Lighthouse Property Management followed all correct procedures to have this transition completed with no disruption to you, internal administration errors were made on our end that resulted in miscommunication, confusion and higher than average hold times.

These internal errors are below the standard of excellence for which we are striving, and we are committed to correcting them.

We have completed a root cause analysis of the issues and have put formal steps in place to prevent them from happening in the future.

We value our partnership with Lighthouse Property Management and appreciate you giving us an opportunity to get it right.

Sincerely,

Nancy Crouch Morlini

Nancy Crouch Morlini
Senior Vice President, Financial Services
RealPage Inc.