

# VERO Technologies, Inc. Terms of Service

SECTION 15 OF THESE TERMS CONTAINS AN ARBITRATION AGREEMENT AND CLASS ACTION WAIVER THAT APPLY TO ALL CLAIMS BROUGHT AGAINST VERO TECHNOLOGIES, INC. IN THE UNITED STATES. PLEASE READ THEM CAREFULLY.

## Our Agreement

These Terms of Service (“**Terms**”) apply to the services offered by VERO Technologies, Inc. (“**VERO**”) are a binding legal agreement between you and VERO that govern your use of the websites, applications, and other offerings from VERO (collectively, the “**VERO Platform**”), regardless of whether or not you register as a Member (defined below) or browse the services as a visitor, including through a bot or other automated means, where “**user**,” “**you**” or “**your**” refers to the person accessing or using the VERO Platform, or the entity on whose behalf they are acting. When used in these Terms, “**VERO**,” “**we**,” “**us**,” or “**our**” refers to VERO Technologies.

**Please read the Terms carefully. By accessing the VERO Platform, you represent and warrant that you are at least eighteen (18) years of age and you agree to be bound by the Terms. If you do not wish to be bound by the Terms, you may not access or use the VERO Platform. If you do not agree to the Terms, you must cease using the VERO Platform. If you are entering the Terms on behalf of a company, organization, or other legal entity, you warrant that you have the authority to bind that entity, as well as all users who will have access to your user account in the VERO Platform, to all of the Terms. If you don't have that authority or are not sure if you have that authority, you may not enter into the Terms and you may not use the VERO Platform.**

We maintain other terms and policies that supplement these Terms, like our [Privacy Policy](#), which describes our collection and use of certain information, and our [Additional Terms of Service](#) (“Additional Terms”), which apply to certain features of the VERO Platform, including some that are offered as add-ons to your Member account (“Add-ons”). Unless expressly stated otherwise, these Terms apply to the use of Add-ons. Members agree to the applicable Additional Terms at the time they choose to add the corresponding Add-on or use the corresponding feature.

By accessing the Site, you consent to the collection and use of certain information, as specified in the [Notice of Privacy Policy](#).

## VERO is an Online Marketplace for Renters and

# Leasing Providers

The VERO Platform offers an online marketplace for users (referred to as “**Members**”) who search for, apply for, use, publish, offer, broker, and use services. Members who search for, apply for, or use services are “**Renters**.” Members who publish, offer or broker services are “**Landlords**,” “**Property Managers**” or “**Brokers**,” (collectively, “**Leasing Providers**”). Leasing Providers offer terms for rental housing accommodations (“**Listings**”), lease applications, lease underwriting, identity validation and fraud prevention, contracts for leases, and other related services (collectively, “**Leasing Services**”).

VERO does not (a) offer, broker, lease, or own rental housing accommodations directly and is not a party to any transaction between Leasing Providers and Renters; (b) guarantee or ensure any rental accommodation, related service, or any transaction between a Renter and Leasing Provider; (c) conduct background screening on Renters, or assemble or evaluate consumer information or records; (d) execute any

lease or sublease documentation on behalf of Renters or Leasing Providers or collect payment on behalf of Renters or Leasing Providers; (e) make any decisions about the eligibility of consumers for housing; or (f) act as a landlord, property manager, broker, payment processor, money transmitter, payment manager, debt collector, tenant screening company, credit or consumer reporting agency, and does not guarantee any results from using the VERO Platform.

The VERO Platform facilitates certain services provided by third parties, including, without limitation, background screening and payment collection and processing. You may be subject to additional third party terms and conditions for such services, which will be provided to you for review and acceptance, if applicable, at the time of use of such services. You are strongly encouraged to personally inspect any rental accommodation advertised for rent prior to: signing any lease documentation; providing personal information such as government-issued identification numbers on a lease application; or wiring or otherwise sending money for any deposit, rent payment or application fee. By using the VERO Platform, You acknowledge that published rents and availabilities are subject to change at the sole discretion of the Landlord, Property Manager, or Broker at any time and without further notice.

## Renter Terms

### 1. Terms for Renters.

1. **Renter Software.** Renters may use the VERO Platform to search for and review Listings (including descriptions, availability, pricing, terms and the Leasing Provider’s minimum requirements for applications to Listings, and the Leasing Provider’s requirements for underwriting lease contracts), submit and authenticate your application and supporting documentation to Leasing Providers, order and self-assemble your own background and credit screenings through the VERO Platform from TransUnion, LLC (“**TransUnion**”), authenticate your information before you share with Leasing Providers, control consent to sharing your authenticated background and credit screenings with Leasing Providers of your choosing, pay fees and deposits, and enter into leases and/or contracts for related services with certain Leasing Providers. VERO makes no representations as to the completeness, accuracy, or timeliness of such Leasing Services or Listings, including descriptions, availability, pricing, terms, and minimum qualifications of rental accommodations or Leasing. Such information is subject to change at any time without notice. The fees for the VERO Platform do not include any deposits, payments, or fees requested by a Leasing Provider, and a Leasing Provider may require additional documents once your initial application is submitted or lease is executed.
2. **Search, Review Listings.** You can search for Listings and Leasing Services by using keywords and criteria like location, price and availability, as well as by invitation from Leasing Providers.

3. **Fill Out, Submit Applications Online.** You can enter your information into an application for use with Listings on the VERO Platform, and you will not be responsible for any fees or other items identified during checkout until you submit your application to a Listing. When you receive confirmation that your application submission has been received by the Leasing Provider, a contract for your Leasing Services is formed directly between you and the Leasing Provider. Any other rules, conditions, standards, policies, or requirements identified in the Listing or during your submission of your application, will form part of your contract with the Leasing Provider.
4. **Online Privacy Protection, Fraud Prevention.** Before you submit your application to a Leasing Provider, you can protect your personal account information by authorizing a third party supplier to provide you with an independent validation of your identity and authentication of the information in your application through the VERO Platform. If you opt-in, validation and authentication is automatic via a secure data exchange with the third party supplier. You can choose to share your independently validated application, as well as credit and background checks you order from our Consumer Reporting Agency ("CRA"), only after you review and confirm it for accuracy, and without having to disclose your most sensitive personal account information to Leasing Providers.
5. **Control Access to Your Data.** Renters have access to and control over the sharing of personal data and other documentation you transmit to using your registered account in the VERO Platform, which has either been provided by you or the Leasing Provider, or that you have ordered from a third party supplier through your use of the VERO Platform for the performance of your Leasing Services. Leasing Providers will not be able to view your information unless you have first reviewed, authenticated and consented to sharing the information with your specified Leasing Providers.
6. **Third Party Supplier Websites.** During your use of the VERO Platform, you may be taken to websites of third party suppliers to fulfill certain features and functionality of your Leasing Services. You agree that when visiting third party websites, you are subject to the privacy policy and terms of service, if any, of that third party supplier's website, which may differ from those of the Terms. By selecting links to such third party supplier websites, you agree that you will be leaving the VERO Platform and that VERO and its affiliates have no responsibility or liability whatsoever in connection with your use or your exchange of any information with such third party supplier websites. VERO and its affiliates do not endorse, sponsor or guarantee these linked websites and are not responsible in any way for any advice, content, information, practices, products or services related to or made available through such linked websites.
7. **Your Responsibilities.** You are responsible for confirming that you meet, and anyone you invite to join your application meets, a Leasing Provider's application requirements for a Listing, a Leasing Provider's underwriting requirements for a lease contract, or the requirements for your Leasing Services. To the extent permitted or required by applicable law, you are responsible for informing a Leasing Provider of any conditions or other circumstances that may impact your ability to meet, and anyone you invite to join your application to meet, the Leasing Provider's application requirements for a Listing, a Leasing Provider's underwriting requirements for a lease contract, or the requirements of your Leasing Services. You represent and warrant that you have accurately identified yourself, and that you will not use this platform to perpetrate identity theft or fraud. You are responsible and liable for your own acts and omissions, and are also responsible for the acts and omissions of anyone you invite to join your application, made in connection with your application to a Listing, a Leasing Provider's underwriting requirements for a lease contract, or use of your Leasing Services.
8. **Your Assumption of Risk.** You acknowledge that many activities carry inherent risks and agree that, to the maximum extent permitted by applicable law, you assume the entire risk arising out of your access to and use of the VERO Platform and any Content (as defined in Section 3), including your use of Leasing Services, or any other interaction you have with Members whether in person or online. This means it is your responsibility to investigate Listings and Leasing Services to determine whether it is suitable for you.
9. **Your Compliance Obligations.** Once you complete your application to a Listing, you will be presented with the following notifications about your compliance obligations, which you must read and agree to before you can submit your completed application to a Leasing Provider through the VERO Platform:
  - a. Your personal information belongs to you and is complete and accurate.

- b. Your third party income and/or asset validation is not the only way to authenticate your income.
- c. Your third party income and/or asset validation is for protection against fraud, and not an evaluation of your credit worthiness or eligibility for any purpose.
- d. You have obtained your own background and credit check in the form of a consumer report directly from a third party consumer reporting agency. =
- e. You have reviewed and had the opportunity to dispute the information contained in your third party consumer report.
- f. You have authenticated your third party consumer report as complete and accurate.
- g. You consent to share your self-authenticated third party consumer report with your leasing provider.

# Leasing Provider Terms

## 2. Terms for Leasing Providers.

1. **Leasing Provider Software.** Leasing Providers may use the VERO Platform to list your rental accommodations, set your lease terms and minimum qualifications for applications, contact Renters, accept authenticated rental applications and documentation from Renters, receive certain consumer credit and public record data from a consumer reporting agency through the VERO Platform after consent and authentication by Renters, underwrite, broker, offer and enter into leases and/or contracts for related services with Renters, and receive payments from Renters. Where such consumer credit and public record data is authorized for sharing by Renters and received by Leasing Providers, additional terms and conditions as required by the consumer reporting agency may apply, which terms and conditions must be agreed to before any such consumer credit and public record data will be delivered. VERO does not independently verify any Renters or Leasing Providers, VERO does not perform credit or background checks, VERO does not assemble or evaluate consumer information or records, and VERO does not make any representations or warranties as to the quality of any Renter or Leasing Provider or guarantee any results from any credit or background check. In general, and specifically with respect to any leases created, offered, or entered into by users through the VERO Platform, VERO does not act as an attorney, provide any legal advice to Renters or Leasing Providers, nor does VERO make any representations as to the accuracy of any information provided that could be construed as legal advice.
2. **Post Listings, Communicate with Renters.** Leasing Providers can offer Listings on the VERO Platform for residential multifamily (apartments, condos, etc.) and single family accommodations for rent that you own, manage, broker or have the right to advertise, and at the price, availability and on the terms specified in your Listing and any Leasing Services.
3. **Receive Applications, Contract for Leasing Services Online.** When you confirm receipt of an application submitted by a Renter to your Listing through the VERO Platform, you are entering into a contract directly with the Renter, and are responsible for delivering Leasing Services under the terms, with the availability, and at the price specified in your Listing. Any terms, policies or conditions that you include in any contract with Renters must be consistent with these Terms, the information provided in your Listing, and must be prominently disclosed in the descriptions of your Listings.
4. **Independence of Leasing Providers.** Your relationship with VERO is that of an independent individual or entity and not an employee, agent, joint venturer, or partner of VERO. VERO does not direct or control your Listings or Leasing Services, and you agree that you have complete discretion whether, when and how to provide Listings and Leasing Services, at the prices and on terms you determine, and to whom you offer them.
5. **Creating and Managing Your Listings, Leasing Services.** The VERO Platform provides software that you can use to

set up and manage your Listings and Leasing Services. Your Listings must include complete and accurate information about your Leasing Services, terms, pricing, availability, other charges like deposits, disclosures, your requirements for applications to your Listings, and your requirements for underwriting lease contracts. You can use the VERO Platform and related software to evaluate applications, credit and background checks that Renters have validated, authenticated, and consented to share with you. You agree that the management of your Listings and Leasing Services is performed solely by you, which includes the creation of your requirements for applications to Listings, creation of your requirements for lease contracts, and your evaluation of and decisions involving Renter applications and data, including any assembly of data by Renters transmitted to the VERO Platform for your evaluation. You agree that VERO and its affiliates have no responsibility or liability whatsoever in connection with your management settings, or your use of software to evaluate data in the VERO Platform. You are responsible for keeping your Listings' Content (as defined in Section 3) and management settings up-to-date and accurate at all times.

6. **Third Party Supplier Software Integrations.** Leasing Providers can use the VERO Platform to integrate with your own licensed third party software, for example property management, marketing, leasing, and accounting software. You agree that where you have integrated your Listings and Leasing Services on the VERO Platform with your own licensed third party software, the management of your Listings and Leasing Services is performed either solely by you at your discretion, or by your licensed third party software provider at your sole direction, which includes the creation of your requirements for applications to Listings, creation of your requirements for lease contracts, and your evaluation of applications and data, including any assembly of data transmitted by your third party software to the VERO Platform. You agree that VERO and its affiliates have no responsibility or liability whatsoever in connection with your use or your exchange of any information with such third party software suppliers. VERO and its affiliates do not endorse, sponsor or guarantee your third party software suppliers or integrations, and are not responsible in any way for any advice, content, information, practices, products or services related to or made available through such suppliers.
7. **Your Responsibilities.** You are responsible and liable for your own acts and omissions and are also responsible for the acts and omissions of anyone you allow to participate in providing your Listings or Leasing Services. You are responsible for setting your price, availability, terms and establishing rules and requirements for and management of your Listings and Leasing Services. You are responsible for making any eligibility determinations about Renters, and agree to verify the match of a Renter applicant against a consumer report before taking any action about the Renter based on the report. You must describe any and all fees, charges and terms in your Listings and Leasing Services descriptions and may not collect any additional fees or charges outside the VERO Platform except those permitted by law, license, or expressly authorized by VERO.
8. **Your Assumption of Risk.** You acknowledge that Listings and Leasing Services carry inherent risks and agree that you assume the entire risk arising out of your access to and use of the VERO Platform, offering Listings and Leasing Services, or any interaction you have with other Members whether in person or online. You agree that you have had the opportunity to investigate the VERO Platform and any laws, rules, regulations, or obligations that may be applicable to your Listings or Leasing Services and that you are not relying upon any statement of law made by VERO.
9. **Your Compliance Obligations.** In order for you to receive and review a Renter's completed application to your Listing, you will first be presented with the following notifications about your compliance obligations, which you must read and agree to before you can access the Renter's completed application through the VERO Platform:
  - a. Your listing includes complete and accurate information about your leasing services, terms, pricing, availability, other charges like deposits, disclosures, your requirements for applications to your listings, and your requirements for underwriting lease contracts.
  - b. You have complete discretion whether, when and how to provide your listings and your leasing services, at the prices and on terms you determine, and to whom you offer them.
  - c. You understand and acknowledge that VERO does not independently verify applicants, VERO does not perform credit or background checks, VERO does not assemble or evaluate credit or public records information, and VERO does not make any representations or warranties as to the quality of applicants or

- guarantee results from credit or background checks.
- d. Your evaluation of applicants is made solely by you according to your own business rules, requirements and policies.
  - e. Your decision about whether the information shared with you by applicants, including information that applicants have shared from their authorized third parties, does or does not meet your own business rules, requirements and policies is made solely by you.
  - f. You will use the information shared with you by applicants, including information that applicants have shared from their authorized third parties, solely for the purposes authorized by applicants and for no other purpose. Your communications with applicants concerning your decision to approve or decline applications will state that your decision is wholly the consequence of the applicant meeting or not meeting your own business rules, requirements and policies.
  - g. You have reasonable procedures to ensure compliance with all federal, state, and local laws or rules that govern or relate to the listings and leasing services you provide through VERO's online marketplace.
  - h. You assume all responsibility for ensuring compliance with all federal, state, and local laws or rules that may govern or relate to the listings, tenant screening, and leasing services you provide through VERO's online marketplace.
  - i. You have received and read the ["Notice to Users of Consumer Reports: Obligations of End Users under the FCRA."](#)

## Terms for All Members

### 3. Content.

**1. Member Content.** The VERO Platform and Leasing Services enables Members to host and transmit data in the form of text, images, photos, audio, video, information, and other content (collectively, "Content"). By providing Content to the VERO Platform, in whatever form and through whatever means, you grant VERO, through your use of the Platform, a non-exclusive, worldwide, royalty-free, sub-licensable and transferable license to copy, distribute, and publish such Content as limited by the Terms. If Content includes personal information, our Privacy Policy describes how we use that personal information. Where Content is created or facilitated by a third party supplier, the third party supplier may own that Content, in which case supplemental terms or disclosures are provided by the third party supplier. You are solely responsible for all Content that you provide and warrant that you either own it or are authorized to grant VERO the rights described in these Terms. You are responsible and liable if any of your Content violates or infringes the intellectual property or privacy rights of any third party. Content must comply with our Terms, which prohibits, among other things, discriminatory, fraudulent, deceptive, abusive, and unlawful content. You agree that the VERO Platform may make available services or automated tools to Members to transmit, copy, distribute and publish Content, and that your Content may be transmitted, copied, distributed and published using such services or tools. VERO does not guarantee the accuracy or quality of such services or tools and Members are responsible for confirming the accuracy of such transmissions, copies, distributions and publishings.

**2. Leasing Provider's Use.** It is the Leasing Provider's sole responsibility to offer any Content on or through your Leasing Services in a legal and compliant manner. VERO does not warrant, endorse, guarantee or assume responsibility for any of your Content, including but not limited to any product or service advertised or offered by you outside the VERO Platform. VERO will not be a party to or in any way be responsible for participating in any transaction between you and Renters on or outside the VERO Platform, issues arising from any of your Content provided on or through your Leasing Services, your relationship with Renters who use your Leasing Services, or how you interact with Renters, including through your collection of personal information.

**3. Leasing Provider's Disclosures.** If applicable law requires it of your use of Leasing Services, you must provide and make available your Content to Renters that includes the legally compliant policies, notices and disclosures on or through your Leasing Services. It is your responsibility to consult with a legal advisor to make sure your use of Leasing Services and the related Content you offer is compliant with all applicable laws. VERO will not provide you with any legal advice regarding your Leasing Services or Renters. If you use any Form Policies (as defined in the Additional Terms) provided on the VERO Platform, you are subject to the [Additional Terms](#).

**4. Member Communications.** Members are solely responsible for all communications between Renters and Leasing Providers. You represent, covenant, and warrant that all communications between you and your respective Renters or Leasing Providers will be in compliance with all applicable laws, including, without limitation, all laws related to your Leasing Services and your use of the VERO Platform. If you use Renter-Leasing Provider Messaging (as defined in the Additional Terms) provided on the VERO Platform, you are also subject to the [Additional Terms](#).

## 4. Payment Processing Services.

- 1. Online Payments.** VERO, in conjunction with a third-party processor, offers an online portal to facilitate payment of rental amounts, and other sums due, between Renters and Leasing Providers (the "Payment Portal"). Renters may initiate one-time payments through the Payment Portal. Leasing Providers may also send email notices to Renters through the platform related to lease obligations, rental amounts, renewals, etc., unless a Renter has opted-out of the receipt of such type of email. Renters may opt-out of receiving such emails by contacting [support@vero.com](mailto:support@vero.com).
- 2. Payment Methods.** When scheduling a payment, Renters may be asked to supply certain relevant information, such as Renter's debit or credit card number and its expiration date, checking account information, and/or billing address. By submitting such information, Renter: (a) REPRESENTS AND WARRANTS THAT RENTER HAS THE RIGHT TO USE ANY PAYMENT METHOD THAT RENTER SUBMITS THROUGH THE PAYMENT PORTAL; and (b) grants to VERO the right to provide such information to third parties for purposes of facilitating Renter's scheduled transactions. Verification of information may be required prior to the acknowledgment or completion of any payment transaction. Renter agrees to Renter's personal and financial information being transferred, stored, and processed by our third-party payment processors.
- 3. Use of Third Party Payment Processors.** By agreeing to use the Payment Portal, by sending or accepting payments through the Payment Portal, you understand and agree that VERO will create an account on your behalf with VERO's payment processor to facilitate the transmission and receipt of payments, which are consummated outside of VERO. You also agree to be bound by the [terms and conditions of the third-party processor, which may be updated from time to time, at: https://stripe.com/connect-account/legal](https://stripe.com/connect-account/legal). Any authorization you provide to initiate repeating automatic payments using the Payment Portal will remain in effect until canceled. You may cancel recurring payments by logging in and navigating to the payments section to take the appropriate action.
- 4. Fees for Payments.** Payments made from a demand deposit account, such as a checking account, through the ACH network, and Renters who choose to pay electronically, such as by using a payment card, will be charged a processing fee in the amount disclosed to Renters at the time of use of such services. Leasing Providers are not charged any fees for the receipt of payments from Renters through the Payment Portal.
- 5. Chargebacks.** VERO does not hold any money you transfer through the Payment Portal and is not responsible for unsuccessful transmission, sourcing, or use of any funds. If a Renter or Leasing Provider's bank or card issuer initiates a reversal, chargeback, or payment dispute of a payment made through the Payment Portal, you authorize VERO and our third-party payment processors to reverse or otherwise claim the funds from your account. VERO may also initiate a reversal, or take other actions we determine to be appropriate, if, in VERO's sole judgment, fraud or abuse of the VERO Platform may have occurred.
- 6. Holding Deposits.** Some Leasing Providers require a holding deposit for their Listing. The amount is set by the Leasing Providers, not by VERO, and held by the Leasing Providers outside the VERO Platform. Holding deposits are applied by Leasing Providers, or refunded to Renters directly from Leasing Providers, according to each Leasing Provider's own

policy. If you are a Leasing Provider, you are responsible and liable for the holding deposits you collect for your Listings. We cannot and do not guarantee how Leasing Providers will use, apply or refund holding deposits, and we are not responsible for any damage or harm resulting from Leasing Providers' use, application or refund of holding deposits.

7. **Disputes.** We are not obligated to mediate disputes between Renters and Leasing Providers. However, VERO reserves the right to conduct our own investigation and take appropriate action. In such case, you agree to cooperate with and assist VERO in good faith, and to provide VERO with such information and take such actions as may be reasonably requested by VERO in connection with any complaints or claims made by Members relating to activities, applications, Listings, or with respect to any investigation undertaken by VERO or a representative of VERO regarding the VERO Platform.
8. **Refunds.** If you are a Leasing Provider, and if VERO or our payment processor determines that a Renter has suffered a fraud or abuse from your Listing on the VERO Platform, and VERO reimburses that Renter (up to total fees paid), you agree that in the event you have already been paid, to reimburse VERO up to the amount paid by VERO within 30 days of VERO's request. Leasing Provider agrees that VERO is entitled to rights to setoff from Leasing Provider's account in the amount of any such Renter refund, including by subtracting such refund amount from any future payouts due to Leasing Provider.

## 5. Rental Applications and Lease Documents.

1. **Leasing Automation.** Through the VERO Platform, VERO provides an automated software solution to Leasing Providers who choose to: (a) license application and lease documents from third party suppliers, and/or prepare their own application and lease documents; and (b) to execute those documents with Renters electronically. The VERO Platform and related software may include, though we are under no obligation to do so, general information on commonly encountered business and legal issues, a review of application and lease documentation for completeness, spelling, internal consistency, and other clerical functions. At no time do we review your documentation, draft or completed applications or leases for legal sufficiency, draw legal conclusions, provide legal advice, opinions or recommendations about your legal rights, remedies, defenses, options, selection of forms, or strategies, or apply the law to the facts of your particular situation. VERO is not a law firm and may not perform services performed by an attorney. VERO, your Leasing Services, and any forms or templates offered through the VERO Platform are not a substitute for the advice or services of an attorney.
2. **No Legal Advice.** VERO strives to keep application and lease forms current and up-to-date. However, because the law changes rapidly, VERO cannot guarantee that all of the information provided in conjunction with Leasing Services are completely current. The law is different from jurisdiction to jurisdiction, and may be subject to interpretation by different courts. The law is a personal matter, and no general information or legal tool like the kind VERO provides can fit every circumstance. Furthermore, the information contained on the VERO Platform or provided in conjunction with your Leasing Services or related software is not legal advice and is not guaranteed to be correct, complete or up-to-date. Therefore, if you need legal advice for your specific problem, or if your specific problem is too complex to be addressed by your Leasing Services or related software, or simply have legal questions about the leasing process, you should consult a licensed attorney in your area.
3. **No Attorney-Client Relationship.** The use of any part of the VERO Platform and related software is not intended to create any attorney-client relationship, and your use of VERO does not and will not create an attorney-client relationship between you and VERO. Instead, you are and will be representing yourself in any legal matter you undertake through the VERO Platform or Leasing Services.

## 6. Accounts and Member Registration.

1. **Member Registration.** To use the VERO Platform, Renters must be registered Members. Additionally, Leasing Providers



must verify their business entities and property lists on VERO. You agree to only use the VERO Platform in connection with residential property rental transactions. To use certain features of VERO Platform, including the application authentication, credit report, background check, leasing and payment software, you may be required to validate your identity with third party suppliers on the VERO Platform.

- 2. Leasing Providers have Administrative Rights and Control Management.** The VERO Platform allows Leasing Providers with multiple properties to create administrative permissions and delegate responsibilities for its employees, including the review and approval of lease applications, management of rent payments, and management of Listings on the VERO Platform (“User Admin Tools”). Leasing Providers that elect to use the User Admin Tools are solely responsible for all activity occurring within the Leasing Providers’ account, which includes abiding by all local, state and federal laws and regulations. By using User Admin Tools, you understand and agree that VERO shall not be liable for any unauthorized use of the User Admin Tools, including the disclosure of any account passwords or the impersonation of an unauthorized user to access the User Admin tools. Leasing Providers agree to proactively review user permissions and have users employ complex passwords and update passwords on a regular basis to mitigate unauthorized use.
- 3. Right to Suspend Members.** VERO has the right to suspend Members or the User Admin Tools for any reason, including if we believe any fraudulent or malicious Content or malware is being used in connection with the VERO Platform or the User Admin Tools. In addition, we reserve the right to change, suspend or discontinue any features, components or function of the VERO Platform or User Admin Tools at any time. Notwithstanding, the above, we have no obligation to create or develop any updates or enhancements to the VERO Platform or User Admin Tools.

## 7. Third Party Consumer Report and Fraud Prevention Tools.

By submitting an application through the VERO Platform, Renter (a) provides written instructions to VERO and its third party consumer reporting agency (“CRA”) to obtain such consumer reports about such Renter, including information concerning such Renter’s credit, criminal and civil actions for possession history (“**Consumer Report**”), if available, and (b) agrees to permit that CRA and VERO to share such Renter’s Consumer Report through the platform with one or more Leasing Providers of the Listings and Leasing Services that such Renter authorizes. Renter understands that the CRA will obtain this information for the purpose of tenant screening and may take steps to verify the information they obtain about Renter. . If you are a Leasing Provider obtaining a Consumer Report, you agree to use the Consumer Report in compliance with the law under the terms of your VERO agreement.,

If you would like to order a copy of your personal credit report or your credit score or for fraud assistance, you may go to Experian [Personal Services](#) to order your personal credit report, or contact Experian's National Consumer Assistance Center at 1-888-EXPERIAN (1-888-397-3742).

If you have a question for VERO about a consumer report processed by VERO, you may contact VERO Consumer Relations at: [consumer-relations@sayvero.com](mailto:consumer-relations@sayvero.com) or 1-888-695-7148.

For the prevention of applicant fraud and identity theft, you authorize your wireless operator to disclose to us your account, subscriber, device and billing information if available, to support verification of your identity. Where applicable, this information may also be shared by us with other companies to support your transactions and for fraud avoidance purposes. You can find more detail about how we use your data at our Privacy Policy. You authorize us to use the phone number provided to verify your identity, which may include disclosing the phone number provided to a third-party to send you a One-Time Password via SMS text message. If a One-Time Password is sent, mobile messaging rates may apply.

## 8. Third Party Consumer Reports, Additional

# Acknowledgements by Leasing Providers.

If Leasing Providers receive a consumer reports from a CRA, which are delivered through the VERO Platform, the following terms and conditions apply: (a) Leasing Provider acknowledges and agrees that any evaluation is made solely by the Leasing Provider, which will be returned to the Renter through a communication via the VERO Platform, represents the Leasing Provider's own requirements and policy, and that the information shared by the Renter, including information from the CRA, does or does not meet the requirements and policy criteria established by the Leasing Provider; (b) Leasing Provider is solely responsible for any decisions it makes based on such requirements and policy as well as data provided by the Renter and authorized by the Renter from the CRA through the VERO Platform; (c) Leasing Provider acknowledges and agrees that any communication with any Renter concerning Leasing Provider's decision to approve or decline the Renter's application shall state that the decision is a consequence of the Renter not meeting Leasing Provider's internal requirements and policies, and shall not name VERO as a source for implementation or evaluation of Leasing Provider's internal requirements and policies; and (d) Leasing Provider assumes all responsibility for ensuring compliance with any federal, state, and local law or rule that may govern or relate to the Listings and Leasing Services it provides through the VERO Platform, including but not limited to, consent to screening, use of information provided through the VERO Platform, notices to be provided to consumers, and assembly and evaluation of consumer reports, credit and public records data.

## 9. Fees, Payments, Taxes.

By using the VERO Platform and related software, you may be required to pay fees to VERO to access certain features of the VERO Platform, as described within the platform. All fees are in U.S. dollars and are non-refundable. Renter acknowledges and agrees that such fee is being paid to VERO, and not to the Leasing Provider, for the use of the VERO Platform. You agree to pay all charges incurred by you or on your behalf through the VERO Platform, at the prices in effect when such charges are incurred. Payment of all fees shall be made through VERO's third-party payment processors. Such third party payment processors will charge you the fees as described in these Terms and the VERO Platform for the related software or services prior to you making your payment using the payment method you specified at the time of purchase. If you pay any fees with a credit card, VERO's third-party payment processors may seek pre- authorization of your credit card account before your purchase to verify that the credit card is valid and has the necessary funds or credit available to cover your purchase. By making or receiving payments through the Payment Portal, you grant VERO and our third- party payment processors the right, power, and authority to act on your behalf to access and transmit your personal and financial information from the relevant institution, and to charge your account in the amounts specified in these Terms and the platform for the VERO Platform. You are responsible for any taxes applicable to your transactions sent or received through the Payment Portal.

## 10. Service Representations and Warranties.

Third party suppliers on the VERO Platform (including, but not limited to, our CRA and payment processors) have terms and conditions that apply to products and services made available through the VERO Platform. By using the VERO Platform, you hereby agree that you: (a) have all necessary authority, rights and permissions to use the VERO Platform, (b) comply with any terms and conditions that apply to third party supplier services, including the CRA and any payment processor; (c) will use the VERO Platform in compliance with all applicable laws, and all legal notice and disclosure requirements as provided in applicable third party supplier terms and conditions, including, without limitation, any fair housing laws or regulations, applicable real estate licensure or brokerage regulations or the Fair Credit Reporting Act; (d) will not mislead, deceive, defraud, seek to mislead, deceive or defraud, make any misrepresentations to, or seek to make misrepresentations to, any other user of the VERO Platform; (e) will use the VERO Platform only on your own behalf, and not transmit any information received through the platform to third parties, except as otherwise permitted herein; (f) will use the VERO Platform only in connection with properties within the United States, and only using a payment method issued in the United States; (g) will charge a Renter only as legally authorized under a written agreement between you and a Renter; (h) will not use the VERO Platform to transfer money in violation of any money laundering laws, including the Bank Secrecy Act, or any regulations of the US Treasury's Office of Foreign Assets Control or the Federal Trade Commission; (i) will not require a Renter to provide any banking or

other sensitive financial information directly to you unless necessary to effectuate or process a transaction requested by the Renter; (j) will not add any additional fees, including, but not limited to, payment processing fees, taxes, surcharges or any other application fees other than a Renter's monthly rent through the Payment Portal, unless authorized by agreement; (k) will not submit a request for payment through the Payment Portal for any fee incurred by a Renter at a time prior to use of the VERO Platform, or otherwise to settle outstanding debts; (l) will not submit any false or fraudulent information through the platform, or otherwise use the VERO Platform for false or fraudulent purposes; (m) will not share an application created through the VERO Platform or any information

related thereto (including any related credit reports or background checks) with any third-party, or otherwise provide any portion of an application outside of the platform; (n) will not attempt to break, or encourage anyone else to break, the above requirements; (o) may not submit rental applications nor configure, authorize, or initiate rent payments, credit or background check report orders, or other transactions on behalf of any Renter, even if the Renter has given its permission; and (p) may not make rent payments as a Renter to itself as a Landlord or another authorized party using the VERO Platform.

## 11. Termination.

You may deactivate access to your account in the VERO Platform and request removal of your personal information at any time by contacting [support@sayvero.com](mailto:support@sayvero.com). You may cancel any payment not already in process. If you deactivate your account, you remain obligated to pay all outstanding fees, if any, incurred prior to deactivation relating to your use of the VERO Platform. If you violate any provision of these Terms, your access to the platform will be deactivated automatically. In addition, VERO may in its sole discretion deactivate your account or suspend or terminate your access to the VERO Platform at any time for any reason, with or without notice, including if: (a) you fail to pay any amount to VERO when due; (b) VERO determines that you pose a financial, reputational or regulatory risk to VERO or any third party; or (c) VERO is required to do so by any third party. VERO may alter, suspend or discontinue access to or aspects of the VERO Platform or related software without notice. Any deactivation by a Renter or Leasing Provider of their account in the VERO Platform will not terminate any underlying agreement entered into between a Renter and Leasing Provider, or a Renter or Leasing Provider and a third party, and both Renter and Leasing Provider will remain bound by the terms of the underlying agreement between the parties.

## 12. Indemnification.

You agree to indemnify, defend, and hold harmless VERO, its affiliates, and their respective directors, officers, employees, and agents from any and all claims and demands made by any third-party due to or arising out of: (a) your access to or use of VERO Platform and related software or services; (b) your breach of these Terms, the Terms of Service, Privacy Policy and any third party terms and conditions as provided in the platform; (c) your violation of any law or the rights of a third-party; and (d) any dispute or issue between you and any third-party, including any other Renter or Leasing Provider user of the VERO Platform or any third party supplier. VERO reserves the right, at its own expense, to assume the exclusive defense and control of any matter otherwise subject to indemnification by you, and in that case, you agree to cooperate with VERO's defense of that claim.

## 13. DISCLAIMER.

**THE VERO PLATFORM AND LEASING SERVICES ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY WARRANTIES OF ACCURACY, TIMELINESS, COMPLETENESS, MERCHANTABILITY, NON-INFRINGEMENT, FITNESS FOR A PARTICULAR PURPOSE (EVEN IF THAT PURPOSE IS KNOWN TO VERO), OR ARISING FROM COURSE OF DEALING, USAGE OR TRADE PRACTICE. VERO DISCLAIMS ANY AND ALL LIABILITY TO ANY PERSON OR ENTITY FOR THE PROPER PERFORMANCE OF THE VERO PLATFORM OR LEASING SERVICES. VERO DOES NOT REPRESENT OR WARRANT THAT THE VERO PLATFORM OR LEASING SERVICES ARE COMPLETE OR FREE FROM ERROR OR WILL BE AVAILABLE 24 HOURS PER DAY, SEVEN DAYS PER WEEK, AND DOES NOT ASSUME, AND EXPRESSLY DISCLAIMS, ANY LIABILITY TO ANY PERSON OR ENTITY FOR ANY LOSS, INJURY, OR DAMAGE CAUSED BY ERRORS OR OMISSIONS IN THE VERO PLATFORM OR LEASING SERVICES,**

**WHETHER SUCH ERRORS OR OMISSIONS RESULT FROM NEGLIGENCE, ACCIDENT, OR OTHER CAUSE. VERO MAKES NO REPRESENTATIONS OR WARRANTIES ABOUT THE LEGALITY OR PROPRIETY OF THE USE OF THE VERO PLATFORM OR LEASING SERVICES IN ANY GEOGRAPHIC AREA. IN NO EVENT WILL VERO HAVE ANY LIABILITY FOR EVENTS OR CAUSES BEYOND ITS REASONABLE CONTROL.**

VERO does not guarantee any result using the VERO Platform or Leasing Services, including, but not limited to, receiving an application, an application being accepted, or a Leasing Provider electing to accept payments through the Payment Portal. VERO makes no guarantee with respect to the security or the effectiveness of the VERO Platform or Leasing Services.

## 14. Limitation of Liability, Exclusive Remedy.

IN NO EVENT SHALL VERO OR ITS AFFILIATES AND THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES, AFFILIATES, AGENTS OR SUPPLIERS (THE “**VERO PARTIES**”) BE LIABLE FOR ANY LOSS, COST OR DAMAGE SUFFERED OR INCURRED BY MEMBERS OR ANY THIRD PARTY ARISING OUT OF OR RELATED TO YOUR USE OR ACCESS OR INABILITY TO USE OR ACCESS THE VERO PLATFORM, LISTINGS, LEASING SERVICES, PAYMENT PORTAL OR ANY MATERIALS OBTAINED ON OR THROUGH THE LEASING SERVICES AND PAYMENT PORTAL, WHETHER BASED ON (A) BREACH OF CONTRACT, (B) BREACH OF WARRANTY, (C) NEGLIGENCE, OR (D) ANY OTHER CAUSE OF ACTION, EVEN IF VERO HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. UNDER NO CIRCUMSTANCE WILL ANY OF THE VERO PARTIES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY OR PUNITIVE DAMAGES ARISING OUT OF OR RELATED TO THE TERMS, INCLUDING LOST PROFITS, EVEN IF SUCH DAMAGES ARE FORESEEABLE. IN NO EVENT WILL THE TOTAL AGGREGATE LIABILITY OF THE VERO PARTIES EXCEED THE AMOUNT ACTUALLY PAID OR PAYABLE BY RENTER OR LEASING PROVIDER, AS APPLICABLE, UNDER THE TERMS IN THE THREE (3) MONTH PERIOD PRECEDING THE EVENTS GIVING RISE TO THE LIABILITY.

In addition, VERO will not be liable in respect of the following: (a) any decisions made by you as a result of the performance of the VERO Platform, (b) any decisions made by you as a result of any transactions made by you using the VERO Platform or in reliance on the VERO Platform, or (c) your misuse of the VERO Platform, Listings, Leasing Services, Payment Portal, related software or other material provided to or by you in connection with the VERO Platform.

## 15. Disputes.

1. **AGREEMENT TO BINDING ARBITRATION AND CLASS ACTION WAIVER.** YOU AND VERO AGREE THAT ANY DISPUTE OR CLAIM RELATING IN ANY WAY TO THE TERMS, THE VERO PLATFORM, LISTINGS, LEASING SERVICES OR CONTENT WILL BE RESOLVED BY BINDING ARBITRATION, RATHER THAN IN COURT. WE EACH AGREE THAT ANY AND ALL DISPUTES MUST BE BROUGHT IN THE PARTIES' INDIVIDUAL CAPACITY AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING. BY ENTERING INTO THE TERMS AND AGREEING TO ARBITRATION, YOU AGREE THAT YOU AND VERO ARE EACH WAIVING THE RIGHT TO FILE A LAWSUIT AND THE RIGHT TO A TRIAL BY JURY. IN ADDITION, YOU AGREE TO WAIVE THE RIGHT TO PARTICIPATE IN A CLASS ACTION OR LITIGATE ON A CLASS-WIDE BASIS. YOU AGREE THAT YOU HAVE EXPRESSLY AND KNOWINGLY WAIVED THESE RIGHTS.
2. **Exceptions to Arbitration Agreement.** You and VERO agree that this Section shall not require arbitration of the following claims: (a) individual claims brought in small claims court so long as the matter remains in such court and advances only on an individual (non-class, non-representative) basis; (b) any claim or cause of action alleging actual or threatened infringement, misappropriation or violation of a party's copyrights, trademarks, trade secrets, patents, or other intellectual property rights; (c) any claim or cause of action seeking emergency injunctive relief based on exigent circumstances (e.g., imminent danger or commission of a crime, hacking, cyber attack); or (d) a request for the remedy of public injunctive relief. You and VERO agree that the remedy of public injunctive relief will proceed after the arbitration of all arbitrable claims, remedies, or causes of action, and will be stayed pending the outcome of the arbitration pursuant to Section 3 of the Federal Arbitration Act.

## 16. Choice of Law.

These Terms are governed in all respects by the laws of the State of Delaware, without reference to its conflicts of laws principles. The parties hereby agree that all claims arising under or related to these Terms shall be brought exclusively in a federal or state court in the State of Delaware and hereby irrevocably consent to the personal jurisdiction of such courts.

## 17. Relationship of the Parties.

By accepting these terms, Renters and Leasing Providers agree as follows: (a) VERO is acting as an independent contractor with respect to the VERO Platform and related services; (b) neither Renter nor Leasing Provider shall (i) be considered an employee or agent

of VERO, nor (ii) have any authority under this Agreement to bind or otherwise obligate the VERO on any matter whatsoever; (c) nothing contained in the Terms shall be construed to imply a partnership, agency, or any other fiduciary relationship between the VERO and Renter and Leasing Provider; (d) VERO will not be bound by the terms of any lease or other agreement entered into between a Renter and Leasing Provider, and will not be liable for any breach of such agreement by either a Renter or Leasing Provider; (e) VERO will not be liable whatsoever on account of any change to the VERO Platform or any suspension or termination of your access to or use of the platform; (f) In facilitating the delivery of emails/notices between Leasing Providers and Renters in connection with the provision of other accommodations management services, VERO is merely acting as third party service provider and in forwarding any emails or notices to Renters on behalf of Leasing Providers, is not acting as a debt collector or agent on behalf of any Leasing Provider; (g) In providing sample text for emails or notices to be sent, VERO is not providing legal advice to any party, and strongly recommends that Leasing Providers consult with an attorney prior to using any sample language; (h) By requesting any notices be sent to Renters, Leasing Providers are affirming to VERO and to Renters that (i) Leasing Providers have reviewed the content of the notices and have determined they are appropriate for Leasing Provider's purposes, (ii) are consistent with all applicable law, (iii) that Leasing Providers direct VERO to send the notices on their behalf, but not as their agent, and (iv) Leasing Provider is deemed to be the author of the content of the emails and not VERO; and (i) In providing this Service, VERO makes no rental decision regarding any application for housing, and is not the party determining the nature or amount of any outstanding lease obligation, including rental amounts, fees, deposits, etc.

## 18. General.

You agree not to export from anywhere any part of the VERO Platform or related software provided to you or any direct product thereof except in compliance with, and with all licenses and approvals required under, applicable export laws, rules and regulations. VERO reserves the right to change these Terms at any time in its sole discretion on a going-forward basis. VERO may notify you of such changes by any reasonable means, including by posting a revised Terms on the platform. Any changes will be effective immediately upon posting the revised version of these Terms on the platform. Your continued use of the VERO Platform after notice of such changes will constitute acceptance of and agreement to any such changes. You further waive any right you may have to receive specific notice of such changes to these Terms. You are responsible for regularly reviewing these Terms. Subject to the right to opt-out as provided by Law, you consent to receipt of marketing and promotional materials from VERO via facsimile, email or otherwise. If any part of these Terms is determined to be invalid or unenforceable, then the invalid or unenforceable provision will be replaced with a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of these Terms will continue in effect. You shall not assign all or any part of the Terms without VERO's prior written consent, and any such assignment in violation of this Section will be void. The parties' obligations hereunder are binding on their successors, legal representatives and assigns. VERO's failure to act with respect to a breach by you or others does not waive its right to act with respect to subsequent or similar breaches. Except as expressly stated herein, these Terms, and all expressly incorporated agreements, constitute the entire agreement between you and VERO and supersede all prior or contemporaneous communications of any kind between you and VERO with respect to the VERO Platform. Sections 3-18 shall survive any termination or expiration of these Terms.

## **Additional Terms of Service**

**Last Updated: October 30th, 2023**

These Additional Terms of Service (“Additional Terms”) apply to the services offered by VERO Technologies, Inc. (“VERO”) are a binding legal agreement between you and VERO that govern your use of the “Additional Services” described below, conducted on or through the VERO Platform (defined below) with any third-party processing or web service entity, where “user,” “you” or “your” refers to the person accessing or using the Additional Services, or the entity on whose behalf they are acting. Additional Services include certain features of the VERO Platform that are offered as add-ons to your user account (“Add-Ons”). When used in these Additional Terms, “we,” “us,” or “our” refers to VERO

The VERO Platform offers an online marketplace for users (referred to as “Members”) who search for, apply for, use, publish, offer, broker, and use services. Members who search for, apply for, or use services are “Renters.” Members who publish, offer or broker services are “Landlords,” “Property Managers” or “Brokers,” (collectively, “Leasing Providers”). Leasing Providers offer terms for rental housing accommodations (“Listings”), lease applications, lease underwriting, identity validation and fraud prevention, contracts for leases, and other related services (collectively, “Leasing Services”).

Please read the Additional Terms carefully. By accessing or using Additional Services, you represent and warrant that you are at least eighteen (18) years of age and you agree to be bound by the Additional Terms. If you do not wish to be bound by the Additional Terms, you may not access or use Additional Services. If you do not agree to the Additional Terms, you must cease accessing or using Additional Services. If you are entering the Additional Terms on behalf of a company, organization, or other legal entity, you warrant that you have the authority to bind that entity, as well as all users who will have access to your user account in the VERO Platform, to all of the Additional Terms. If you don't have that authority or are not sure if you have that authority, you may not enter into Additional Terms and you may not access or use Additional Terms Services.

### **Other Terms That Apply to You**

There are additional terms and policies that are incorporated into these Additional Terms, which cover your agreement to both accept terms and receive notices online, how we process personal data, and cover specific third-party processor services and specific Leasing Services with additional requirements, including certain features of the VERO Platform that are offered as Add-Ons to your user account. We encourage you to read them all before using the corresponding third party processor services, Leasing Services and Add-Ons.

The following additional terms and policies also apply when you access or use the Additional Services, all of which are incorporated by reference into these Additional Terms:

- **E-SIGN Disclosure.** You agree to the E-Sign Disclosure (“E-SIGN Disclosure”). It provides that we will communicate with you electronically. Your electronic agreement has the same effect as if you sign in ink, and you agree to receive notices through the VERO Platform and certain third-party processors.
- **Privacy Policy.** You acknowledge the Notice of Privacy Policy (“Privacy Policy”). Please read it carefully to understand how your information is collected, used, and shared in connection with the VERO Platform and certain third-party processors.
- **Terms.** You agree to the VERO Technologies, Inc. Terms of Service (“Terms”). It is a binding legal agreement between you and VERO that governs your use of the websites, applications, and other offerings from VERO (collectively, the “VERO Platform”). SECTION 15 OF THE TERMS CONTAINS AN ARBITRATION AGREEMENT AND CLASS ACTION WAIVER THAT APPLY TO ALL CLAIMS BROUGHT AGAINST VERO TECHNOLOGIES, INC. IN THE UNITED STATES. PLEASE READ THEM CAREFULLY.
- **Service-Specific Terms.** A third-party processor service, Leasing Service, or Add-On may have specific terms that apply when you use that corresponding service (“Service-Specific Terms”). These Service-Specific Terms are listed in the Additional Terms below, the Additional Terms of Service (“Additional Terms”), and the Terms.

By using Additional Services, you consent to the collection and use of certain information, as specified in the Privacy Policy.

We may revise these Payment Terms from time to time. We will use reasonable efforts to notify you of material changes to these Terms in advance of their effectiveness, including by posting notice on the applicable Additional Services or providing notice via an email address or physical address associated with you. The revised Additional Terms will be effective on the date stated in the revised Additional Terms. By using Additional Services after any revisions become effective, you agree to those changes. If you do not agree with any changes to these Additional Terms, you must stop using the Additional Services.

## **Form Policies**

1. As a courtesy, VERO may offer template terms of service, policies, notices and disclosures, and other similar policies for Leasing Provider's use, at your sole option, as starting points for the drafting of such documents for your use in communications and operating your Leasing Services on the VERO Platform (the "Form Policies").
2. FORM POLICIES ARE PROVIDED "AS-IS," AND WITHOUT WARRANTY, AND VERO SPECIFICALLY DISCLAIMS ALL EXPRESS AND IMPLIED WARRANTIES INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT, AND ALL WARRANTIES ARISING FROM COURSE OF DEALING, USAGE, OR TRADE PRACTICE. THE FORM POLICIES DO NOT CONSTITUTE LEGAL ADVICE, AND BY USING THEM YOU ACKNOWLEDGE THAT THE FORM POLICIES ARE PROVIDED FOR INFORMATIONAL PURPOSES ONLY AND DO NOT CONSTITUTE ADVERTISING FOR, A SOLICITATION FOR OR PRESENTATION OF LEGAL ADVICE. YOU SHOULD NOT RELY UPON THE FORM POLICIES FOR ANY PURPOSE WITHOUT SEEKING LEGAL ADVICE FROM A LICENSED ATTORNEY IN YOUR STATE, PROVINCE, OR LOCALITY. USE OF, ACCESS TO OR TRANSMISSION OF THE FORM POLICIES OR ANY INFORMATION CONTAINED THEREIN IS NOT INTENDED TO CREATE, AND RECEIPT OR USE THEREOF DOES NOT CONSTITUTE FORMATION OF, AN ATTORNEY-CLIENT RELATIONSHIP BETWEEN VERO AND ANY PERSON OR ENTITY, INCLUDING ANY MEMBER, USER, OR SITE VISITOR. THE INFORMATION CONTAINED IN THE FORM POLICIES MAY OR MAY NOT REFLECT THE MOST CURRENT (OR ANY) LEGAL DEVELOPMENTS. NEITHER THE FORM POLICIES, NOR THE INFORMATION THEREIN, IS GUARANTEED TO BE CORRECT OR COMPLETE. VERO EXPRESSLY DISCLAIMS ALL LIABILITY IN RESPECT TO ANY ACTIONS TAKEN OR NOT TAKEN BASED ON ANY OR ALL OF THE CONTENTS OF THE FORM POLICIES.

## **Renter-Leasing Provider Messaging**

1. The Renter-Leasing Provider Messaging Service ("Renter-Leasing Provider Messaging") allows Leasing Providers to exchange one-on-one information (as opposed to bulk or promotional information) with Renters in the VERO Platform via email, or in the VERO Platform. Leasing Provider emails sent from the Vero Platform will be assigned an email address alias like xyzpropertycompany@sayvero.com.
2. As a Leasing Provider, you might have a handful of messages that you frequently or routinely send to Renters. Rather than rewrite the same message each time, you can create templates for the most common replies, notifications and disclosures that you send to Renters in Renter-Leasing Provider Messaging. This template feature is part of Renter-Leasing Provider Messaging, which you can access through your User Admin Tools.
3. Renter-Leasing Provider Messaging is meant for sending one-on-one informational messages to Renters. It is not to be used to send bulk emails, promotional or marketing emails, or emails to non-Members. It is your responsibility to consult with a legal advisor to make sure your use of Renter-Leasing Provider Messaging is compliant with all applicable laws.
4. If required in the jurisdictions where you are sending Renter-Leasing Provider Messaging, you represent that you will provide recipients with a method to contact you to opt-out of receiving future communications. Furthermore, you agree to honor any opt out request you may receive from any recipients from receiving future Renter-Leasing Provider Messaging.
5. Your use of Renter-Leasing Provider Messaging, including the communication and Content of any messages you might

create, is your sole responsibility. You are responsible for understanding and complying with all applicable laws, rules, and regulations and determining whether your Leasing Services on the VERO Platform, including the Renter-Leasing Provider Messaging Add-On, are suitable for you in light of such laws, rules, and regulations.