

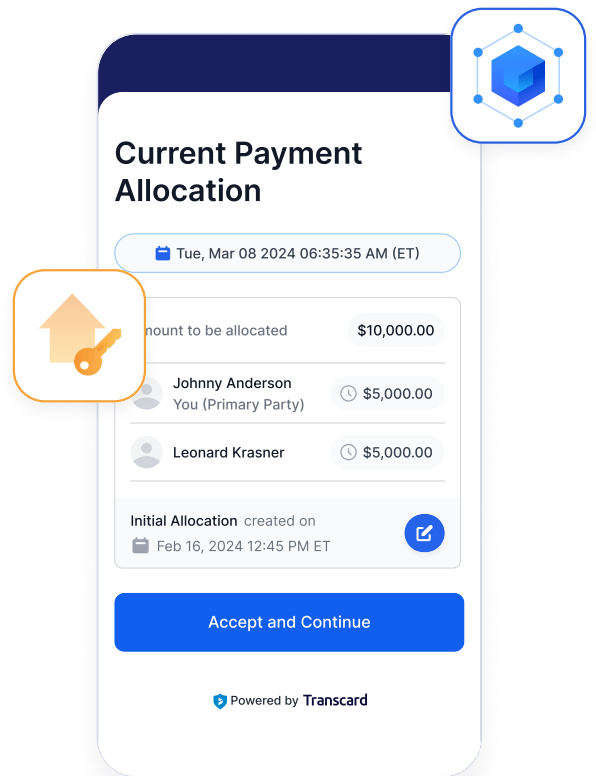
PROPERTY MANAGEMENT CASE STUDY

TENANT SECURITY DEPOSIT REFUNDS

After years of tenant refund frustrations, one of the nation’s largest property management companies partnered with Transcard to create a better experience for them and their tenants.

By transitioning away from checks to a digital process, this large property management company can now:

- ✓ Monitor payment status
- ✓ Send payment reminders
- ✓ Better manage customer service questions
- ✓ Benefit from insightful reporting



Transcard’s SMART Disburse Multi-Party Payment Solution is now being used to manage security deposit refund disbursements to single and multi-party tenants.

All Security Deposit Refunds

BEFORE

Issuing checks for all security deposit refunds.

AFTER

Now digital, tenants have the option to choose how they receive their refund resulting in a better tenant experience.

Security Deposit Refunds to Multiple Tenants

BEFORE

One check was cut and addressed to all tenants. They all had to endorse the check to cash it and receive the money.

AFTER

Tenants are now contacted electronically by email and text message. They choose how the refund is split among them. Once mutually agreed upon, they each receive their portion of the refund in the payment type of their choice.

THE DIGITAL EFFECT: CHECKS TO ELECTRONIC

Results from a large property management company currently using SMART Disburse

BEFORE

Our customer was writing

14,500 Checks

on average per month for security deposit refunds



AFTER

Now, the majority of their refund disbursements are electronic

With Transcard, they have experienced a 78% check reduction.



TRANSCARD'S
ELECTRONIC
DISBURSEMENT OPTIONS



Send to bank via ACH, Push-to-Debit
and Real Time Payment (RTP)



Instant to spend via Virtual Card

Recipient Breakdown:

60%



Going to one recipient

40%



Going to multiple recipients
refund divided among 2-5 people

RESULTS

Since partnering with Transcard, this large property management company has experienced cost savings and improved process efficiencies.

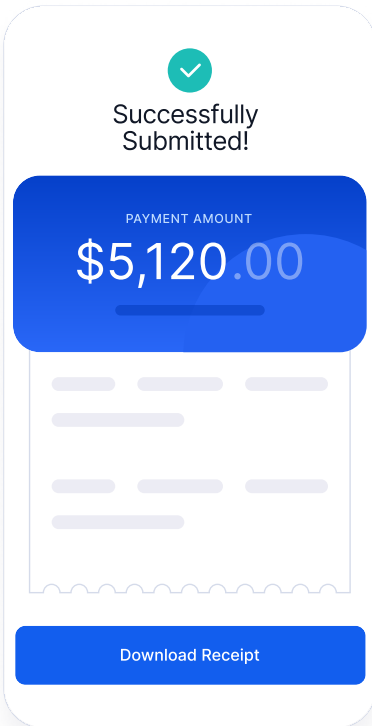
Cost Savings

\$65,250

AVERAGE
MONTHLY SAVINGS

Based on the industry average cost of issuing and sending a check ~ \$7 each.

Process Efficiencies



SMART Disburse

The new digital process has reduced these steps and freed up resources from the expensive and time-consuming check processes.

- ✗ Mailing checks
- ✗ Resending checks
- ✗ Managing escheatment
- ✗ Resolving check fraud
- ✗ Replacing checks
- ✗ Placing a stop payment

Customer Service Benefits

With an improved customer experience and real-time status insights, customer service is spending less time fielding calls and answering questions.

The Transcard Solution offers 24/7/365 tenant support (English and Spanish).

