



Innovation and Customer Success:

The SentryLock Difference



LOCKBOX



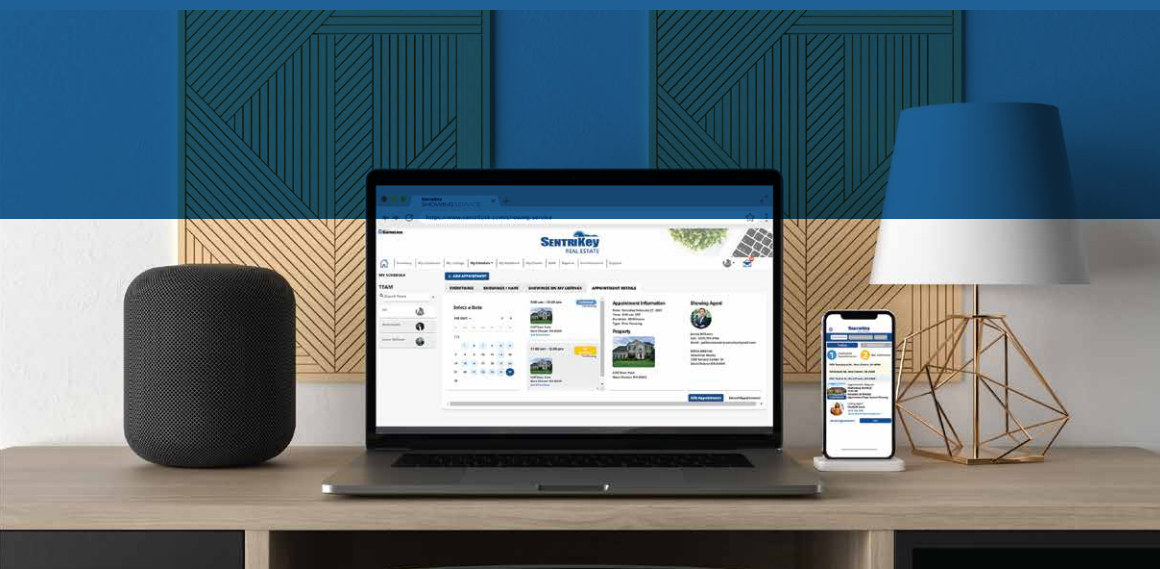
**SHOWING
SERVICE**



**EXPERIENCE
MANAGEMENT**

What if there was a real estate tech solution that empowers your members to win more business and deliver incredible customer experiences? A solution that simplifies the buying and selling process while saving time, money, and effort?

SentryLock delivers all this and more.





"I know that I'm taking really good care of my sellers when I have a lockbox that no one's going to be able to break into, and I know it's going to be easy for REALTORS® to access."

Heather Zimmario
Director of Education,
Coldwell Banker Heritage

LOCKBOX SOLUTION

SentriLock is the fastest-growing lockbox provider for a reason. Our best-in-class real estate access solutions are powerful, reliable, and built to last. We put the power of property access at your members' fingertips by delivering mobile-first convenience, ease of use, and fast access without fail. Multiple secure access methods ensure showings are never missed. Versatile controlled access enables authorized individuals, including out-of-area agents and contractors, to gain secure temporary access in any situation. Instant notifications and access logs give your clients peace of mind.

With SentriLock, your team gets an innovative partner that's always by their side. Faster access, stronger security, extended battery life, multiple access methods, and world-class support empower your members to win more business and deliver incredible customer experiences.

KEY FEATURES

- ▶ Official lockbox solution of the National Association of REALTORS®
- ▶ Integrated with the real estate tools you use today
- ▶ Most advanced & innovative lockbox, mobile application, and software secure access management solution
- ▶ Secure, controlled, and flexible temporary access for authorized individuals in any situation
- ▶ Highest security rating in the world
- ▶ Convenient and contactless access with Bluetooth® and NFC-enabled Touch-N-Show® technology

HOW THIS HELPS YOUR TEAM

- ▶ Best-in-class lockbox technology ensures you never miss a showing
- ▶ Realize cost savings with maintenance-free products that are engineered to last and feature the industry's longest battery life
- ▶ Members have the ultimate control over when a home can be accessed and by whom, while complying with state/province access management policies



SHOWING SERVICE SOLUTION

Sure, we're known for our lockbox innovation. That's why our customers asked us to build a showing service that applies the same innovative spirit, ease of use, and powerful feature set. We listened – and delivered.

We built the industry's first AI-powered showing service to help agents move faster, connect with buyers and sellers, and sell more. Built with the latest mobile and user experience technology, it's the most agent-friendly solution on the market. And as a trusted industry partner owned by the National Association of REALTORS®, your data is secure and private.

KEY FEATURES

- ▶ Schedule and manage showings from a simple dashboard
- ▶ Automate time-consuming tasks, such as rescheduling showings, with SAM™, the industry's first AI-based showing service virtual assistant
- ▶ Share listings, trends, and marketplace data
- ▶ Communicate showing schedules and easily collect feedback with buyers and sellers
- ▶ With SentriLock as your trusted partner, your data is secure and private

HOW THIS HELPS YOUR TEAM

- ▶ Move faster, reduce tedious tasks, and spend more time selling
- ▶ Mobile-friendly solution enables agents to work on the go
- ▶ Industry-first, AI-powered solution is like having your own 24/7 personal assistant
- ▶ Delivers great showing experiences for buyers and sellers
- ▶ Reduces the burden of multiple tools when used with SentriLock lockboxes

"It is a wonderful tool ... and a great way to manage showings. It helps agents diminish administrative work and do what we really want them to do – which is to focus on selling."

Donna Travis
President, New River Valley
Association of REALTORS®

EXPERIENCE MANAGEMENT SOLUTION

SentriLock's experience management solution includes a suite of integrated mobile apps that seamlessly engages agents, buyers, sellers, and contractors. This full-service solution simplifies and automates many of the tedious and time-consuming tasks that are part of the real estate sales process and sets your members up for success.

SentriKey® Real Estate

Used by agents to engage with buyers and sellers, manage showing calendars, share showing information, and access homes.

ClientConnect

Used by buyers and sellers to engage and communicate with their agent.

SentriConnect®

Used by out-of-area agents and contractors to gain secure temporary property access.

HOW THIS HELPS YOUR TEAM

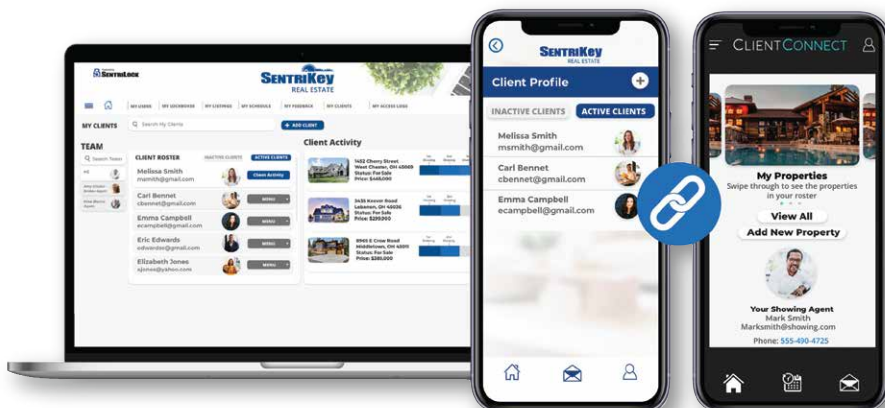
- ▶ Deliver unrivaled experiences to buyers and sellers
- ▶ Attract and retain top producers who appreciate the power of technology
- ▶ Accelerate digital transformation and drive referrals

"I am a true believer that SentriLock is the best choice you can make."

Christy Robertson
Membership/Lockbox Associate,
Triangle MLS, Inc.

"Great service!
The Customer Experience Specialist was fantastic ... Very patient with walking me through my situation. Great communication throughout. She let me know she was still there and thanked me for my patience. Thank you for raising the bar in customer service."

Duane Mangalindan
REALTOR®, Central West Tennessee
Association of REALTORS®



WORLD-CLASS SUPPORT

Keeping your team – office staff, brokers, agents – productive is our number one focus. You're never out there on your own when you choose SentriLock. Your team has access to highly knowledgeable U.S.-based Customer Support teams that deliver help precisely when needed. And you have a dedicated Customer Support Manager on your side through implementation and beyond. We make switching solutions as easy as possible through our white-glove service approach that ensures your organization's experience is fast and risk-free.

HOW THIS HELPS YOUR TEAM

- ▶ Gets your members the help they need, when they need it, so they can deliver exceptional experiences to their buyers and sellers
- ▶ Ensures you and your team have 1:1 access to the support and information you need to communicate out to your members
- ▶ Provides data points and inventory management at your fingertips so that you don't have to manage them internally
- ▶ Average 22-second call answer time
- ▶ 96% customer satisfaction rating
- ▶ Tenured lockbox team and showing service members with required ongoing product training
- ▶ Phone, live chat, or email support from 8 a.m. to midnight ET seven days a week
- ▶ Live training sessions for lockbox and showing service solutions offered multiple times weekly
- ▶ Online resources including help topics, how-to-videos, and on-demand training courses

Want to learn more?

Contact your SentriLock representative or visit sentrilock.com/contact.

Founded in 2002, SentiLock, LLC, is a wholly owned subsidiary of the National Association of REALTORS® (NAR) and its Official Lockbox Solution. The company's primary mission is to provide its members with technology solutions that are member-focused and driven to provide superior customer service. SentiLock has a 96 percent customer satisfaction rating and is committed to providing exceptional support and technology to all its customers.



NATIONAL
ASSOCIATION OF
REALTORS®
REALTOR BENEFITS® PROGRAM

The Official Lockbox Solution for the
National Association of REALTORS®

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www.sentrilock.com



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