



BIG OPPORTUNITIES. BIG GROWTH. BIG CITY.

INVOICING, LEASE VERIFICATION, AND COLLECTION SERVICES

AGREEMENT

This Invoicing and Collection Services Agreement (“Agreement”) is entered into by and between the service provider (“Service Provider”) and the undersigned agent (“Agent”) as of the date of execution below.

1. OPERATIONS AT MANAGEMENT LEVEL

1.1 Accounting Communication

A dedicated email address will be established for all accounting-related communications.

1.2 System Access

Service Provider will establish an Accounts Receivable (AR) user profile within the CRM using the designated email. Brokerage retains administrative oversight of the AR dashboard.

1.3 Agent Enrollment

Agent electing to utilize the services will be assigned to the AR profile.

a. Agent must utilize the service exclusively for all applicable invoices. Partial participation is not permitted.

1.4 Initial Account Setup

Agent and/or Brokerage shall provide a complete and accurate list of all client records to be serviced as of the commencement date. Any records not intended for collection services must be placed in “Payment OTW” status prior to commencement.

1.5 Verification Requirements



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Agent and/or Brokerage shall disclose all lease verification requirements, including acceptable alternatives and whether verbal verification is permitted.

2. BILLING AND PAYMENT TERMS

2.1 Monthly Service Fee

Agent agrees to pay a flat monthly fee of **\$250.00**, which includes processing of up to **ten (10) invoices** per billing cycle.

2.2 Additional Invoice Fees

Invoices exceeding ten (10) in a given billing cycle shall be billed at **\$25.00 per additional invoice**.

2.3 Billing Method

All fees shall be automatically charged to the payment method on file on a monthly basis.

2.4 No Rollover

Unused invoice capacity does not carry over to subsequent billing cycles.

2.5 Non-Refundable Fees

All fees are non-refundable, regardless of collection outcome. Service Provider does not guarantee successful collection of any invoice.

2.6 Authorization to Charge

Agent authorizes Service Provider to charge all applicable fees to the payment method on file without additional notice.

3. COLLECTION PROCESS AND STATUS DEFINITIONS

3.1 Service Scope

Service Provider shall perform invoicing and follow-up communications in accordance with standard industry practices.

3.2 Status Completion



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Service Provider's obligations for a given record shall cease upon the record reaching one of the following statuses:

- Payment OTW
- Pay Received
- Paid Out
- Write Off

3.3 Payment OTW

Indicates payment has been confirmed as in transit. Agent and/or Brokerage is responsible for notifying Service Provider if payment is not received within a reasonable timeframe.

3.4 Write Off

Indicates payment is not expected. Service Provider will notify the Agent of the reason provided by the property.

4. AGENT RESPONSIBILITIES

4.1 Record Accuracy

Agent is responsible for ensuring all submitted records are accurate and complete.

4.2 Status Updates

Agent and/or Brokerage shall update records to "Pay Received" status upon receipt of payment.

4.3 Communication

Agent must respond promptly to all Service Provider communications to avoid delays.

4.4 Compliance Requirements

Agent agrees to provide all necessary documentation requested by properties, including but not limited to W9 forms, Certificates of Insurance, broker licensing information, and vendor setup documentation.



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4.5 Lease Verification Services

If Big City Apartment Locating LLC is engaged to perform lease verification, a flat monthly fee of \$250.00 shall apply, which includes up to ten (10) lease verifications per month. Additional lease verifications exceeding ten (10) in a given billing cycle shall be billed at a rate of \$25.00 per verification. Lease verification services are optional; however, once elected, they must be utilized consistently for all applicable lease verifications during the billing cycle. All lease verification fees are non-refundable.

4.6 Lease Verification Accuracy & Additional Fees

Agent is responsible for ensuring that all lease verification information provided is complete and accurate. If Service Provider is required to follow up on an invoice due to incorrect, incomplete, or missing information not reflected on the lease verification, a fee of \$25.00 per occurrence will be charged. If more than two (2) such occurrences take place within a single month, a flat fee of

\$250.00 will be charged for that month for lease verification services, which will replace any per occurrence fees for that month.

5. LIMITATION OF LIABILITY

5.1 No Guarantee of Payment

Service Provider does not guarantee payment or collection of any invoice.

5.2 Limitation of Damages

To the fullest extent permitted by law, Service Provider shall not be liable for any indirect, incidental, consequential, or special damages, including but not limited to lost commissions or business opportunities.

5.3 Maximum Liability

Service Provider's total liability under this Agreement shall not exceed the total fees paid by Agent during the preceding one (1) month.



CITY APARTMENT LOCATING

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6. TERM AND TERMINATION

6.1 Term

This Agreement shall remain in effect on a month-to-month basis unless terminated by either party.

6.2 Termination

Either party may terminate this Agreement at any time upon written notice. No refunds shall be issued for any fees already charged.

7. GENERAL PROVISIONS

7.1 Entire Agreement

This Agreement constitutes the entire agreement between the parties and supersedes all prior agreements or understandings.

7.2 Amendments

This Agreement may only be modified in writing and signed by both parties.

7.3 Governing Law

This Agreement shall be governed by and construed in accordance with the laws of the State of Texas.

SIGNATURES

IN WITNESS WHEREOF, the parties have executed this Agreement as of the dates set forth below.

Agent Name: _____

Signature: _____ **Date:** _____

Service Provider: Big City Apartment Locating LLC

Authorized Representative: Delores Murray

Signature: _____ **Date:** _____