



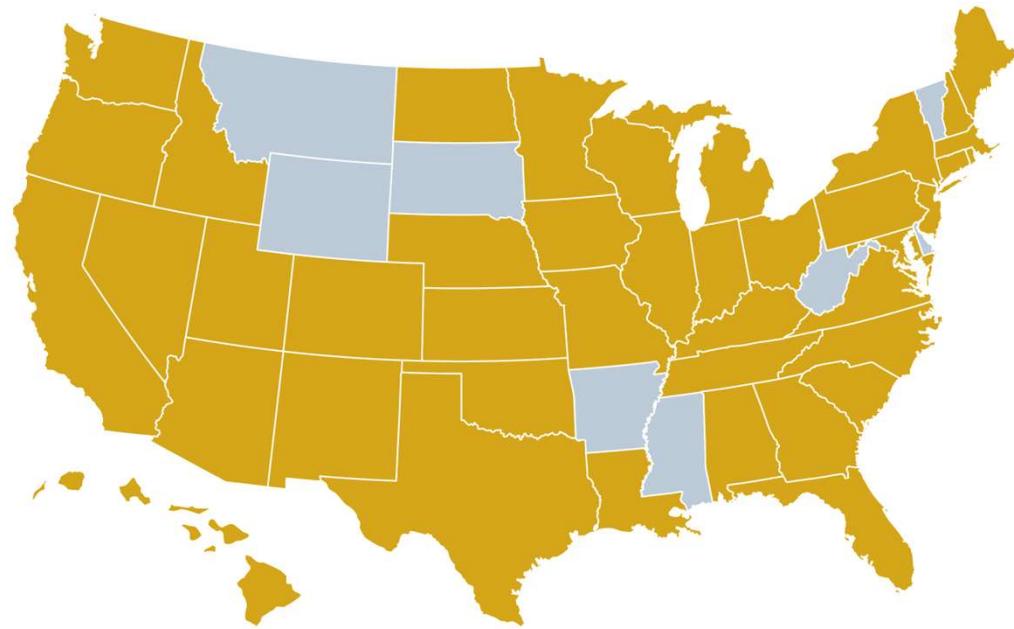
**Property
Management** INC.

PMI PROFIT REALTY

ASSOCIATION SERVICES

ABOUT US

PMI has been operating since 2008 and currently has over 260 locations across 43 states and 3 additional territories!



Costa Rica

Malta

Puerto Rico



ABOUT US

National Support Team



What We Do

PMI is a full service real estate asset management company that provides professional community and association management. We provide homeowners associations and community associations with the highest quality property management services using state-of-the-art technology to keep them informed of how their investments are doing in real time, while providing tenants of these properties real time access to maintenance requests and billing.

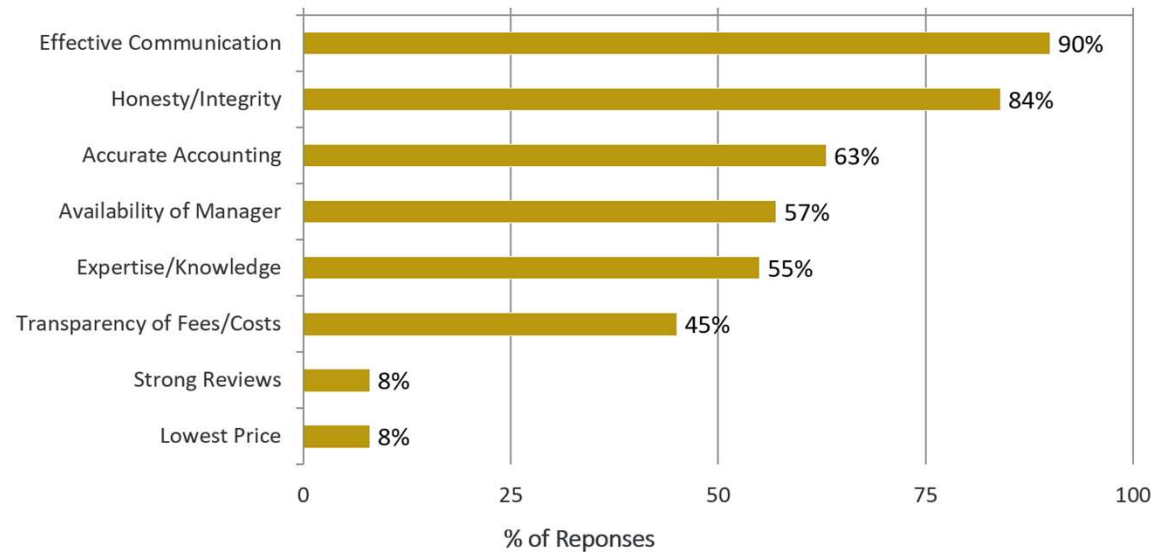


PMI BRAND PROMISE

What is a Brand Promise? It's what the customer comes to expect every time they interact with the brand.

We surveyed our PMI clients. We found what the most important four service attributes were when deciding on a property management company.

Survey Says?



PMI BRAND PROMISE

EFFECTIVE
COMMUNICATION

Too many emails in your inbox? Don't have time for a phone call? We promise to communicate with you effectively and by the means most comfortable to you.



Google

PMI Sunshine State

Gino Garofolo

Responded

★★★★★ 5.0/5 Aug 12, 2019

I rented a home from PMI, and my family and I cannot be any happier. The customer service is amazing and they are very attentive to their clients. **They answer the phone calls, emails, and text messages within minutes and never leave you hanging.** I'm honestly VERY pleased with PMI as our landlords. Their website is very user friendly to use and paying rent is extremely easy with their portal.

Customer Service Customer Support Property Owner / Landlord / Lessor Quality Rent

Boris Darchy replied on Aug 16, 2019:
Hi Gino, thanks for the five-star rating! We're happy to hear you had a great experience. Let us know if we can do anything else for you!

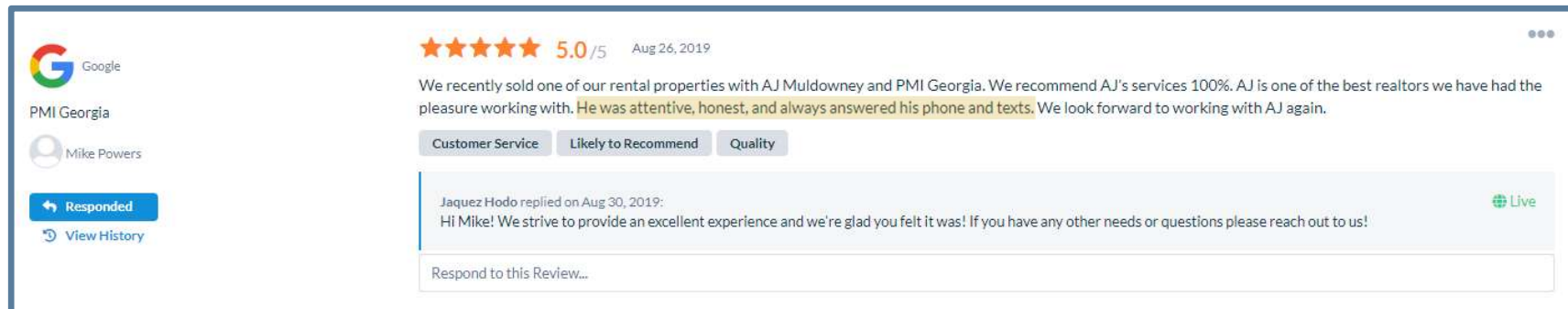
Respond to this Review...



PMI BRAND PROMISE

HONESTY
AND INTEGRITY

Unsure about who to manage your rental? You can trust us. To us, the greatest evidence of honesty and integrity is when our clients refer their friends and family. You may have also seen our awesome online reviews. We average **4.4 stars** across nearly **4,000 reviews**.



The screenshot shows a Google review for PMI Georgia. The reviewer, Mike Powers, gave a 5.0/5 star rating on August 26, 2019. The review text reads: "We recently sold one of our rental properties with AJ Muldowney and PMI Georgia. We recommend AJ's services 100%. AJ is one of the best realtors we have had the pleasure working with. He was attentive, honest, and always answered his phone and texts. We look forward to working with AJ again." The review is categorized under "Customer Service", "Likely to Recommend", and "Quality". A response from Jaquez Hodo, dated August 30, 2019, reads: "Hi Mike! We strive to provide an excellent experience and we're glad you felt it was! If you have any other needs or questions please reach out to us!". The review is marked as "Responded" and includes a "View History" link.



PMI BRAND PROMISE

ACCURATE
ACCOUNTING

Need help with accounting? Look no more. We deliver best in class accounting practices just for you.



A screenshot of a Google review for PMI Austin. The review is from David Pierce, dated July 31, 2019, and has a 5.0/5 star rating. The review text is "Great company to work with if you are an investor. Very professional. And they have great reporting and financial statements." The review includes two category tags: "Customer Service" and "Quality". Below the review is a text box labeled "Respond to this Review...".

Google
PMI Austin
David Pierce

★★★★★ 5.0/5 Jul 31, 2019

Great company to work with if you are an investor. Very professional. And they have great reporting and financial statements.

Customer Service Quality

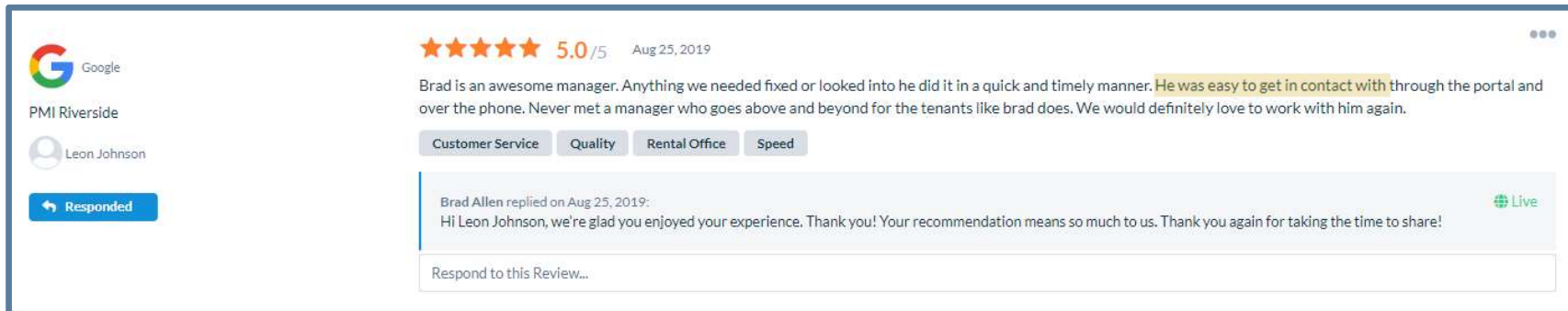
Respond to this Review...



PMI BRAND PROMISE

AVAILABILITY OF MANAGEMENT

Need to speak with a manager? Done. We are locally owned, operated, and available.



The screenshot shows a Google review for PMI Riverside. The reviewer is Leon Johnson, and the review is dated August 25, 2019. The review is a 5.0/5 star rating. The text of the review is: "Brad is an awesome manager. Anything we needed fixed or looked into he did it in a quick and timely manner. He was easy to get in contact with through the portal and over the phone. Never met a manager who goes above and beyond for the tenants like brad does. We would definitely love to work with him again." The review is categorized under "Customer Service", "Quality", "Rental Office", and "Speed". A response from Brad Allen is shown, dated August 25, 2019: "Hi Leon Johnson, we're glad you enjoyed your experience. Thank you! Your recommendation means so much to us. Thank you again for taking the time to share!" There is a "Responded" button and a "Respond to this Review..." input field.

Google
PMI Riverside
Leon Johnson
Responded

★★★★★ 5.0/5 Aug 25, 2019

Brad is an awesome manager. Anything we needed fixed or looked into he did it in a quick and timely manner. He was easy to get in contact with through the portal and over the phone. Never met a manager who goes above and beyond for the tenants like brad does. We would definitely love to work with him again.

Customer Service Quality Rental Office Speed

Brad Allen replied on Aug 25, 2019:
Hi Leon Johnson, we're glad you enjoyed your experience. Thank you! Your recommendation means so much to us. Thank you again for taking the time to share!

Respond to this Review...



PMI BRAND PROMISE

EFFECTIVE
COMMUNICATION

HONESTY
AND INTEGRITY

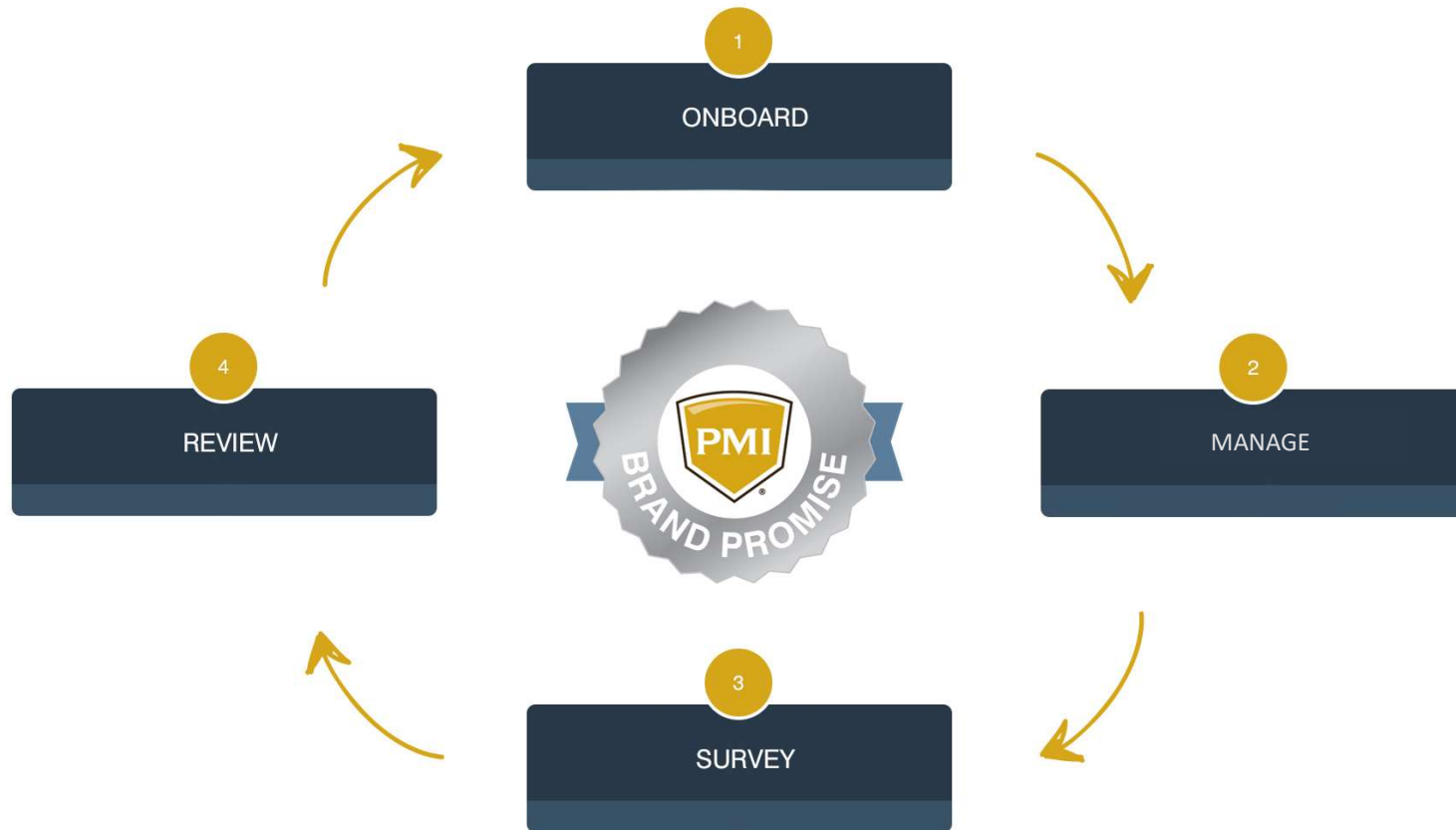
ACCURATE
ACCOUNTING

AVAILABILITY OF
MANAGEMENT

Entrusting the management of your property to a third-party management company isn't an easy decision to make. We make it easy for you to choose PMI! Our commitment to you is to deliver on our *Brand Promise*.



PMI SERVICES



PMI SERVICES

1

ONBOARD

PMI has onboarded communities nationwide. From financial documents to association funds, we set you up without missing a beat.

- Board Member Orientation
 - Community Drive Through
 - Orientation Meeting
 - Introductory Community Letter
- Data Transition
 - Accounts Receivable
 - Financial Documents
 - Vendors Notified of Management Change
- Software Setup
 - Accounting System
 - Homeowner Portals



PMI SERVICES

2

MANAGE

Proper communication and transparency are key to running an association well. We are here to support you with the day to day tasks that you would otherwise oversee.

- Financial Management
 - AR/AP, Reconciliations
 - Financial Statements
 - Annual Tax prep
- Compliance Inspections
 - Inspect community for compliance
 - Common Area Inspections
- Board Meetings
 - Prepare Board Meeting agenda
 - Present Financials
 - Follow up on issues
- Community Support
 - Homeowner Communication
 - Board Member Communication
 - Vendor Coordination



PMI SERVICES

3

SURVEY

Through surveying board and community members, we can address and correct issues while maintaining good relationships with our clients.

Questions to improve:

- Accountability
- Transparency
- Communication



PMI SERVICES

4

REVIEW

Using the results of the survey, we follow up with the items found and make sure that the board and PMI are on the same page, saving everyone time, money, and stress.

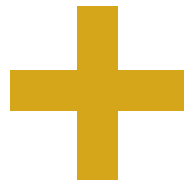
- Review Improvements
 - Continue Preserving the relationship AND the community
 - Review Completion of improvements
- Renew Contracts
- Prepare to start the cycle over again!



What We Do & How We Do It



PMI
BRAND
PROMISE



PMI
SERVICES



INCREASED VALUE
and
PEACE OF MIND



Property Management^{INC}

ASSOCIATION • RESIDENTIAL • COMMERCIAL • SHORT TERM

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