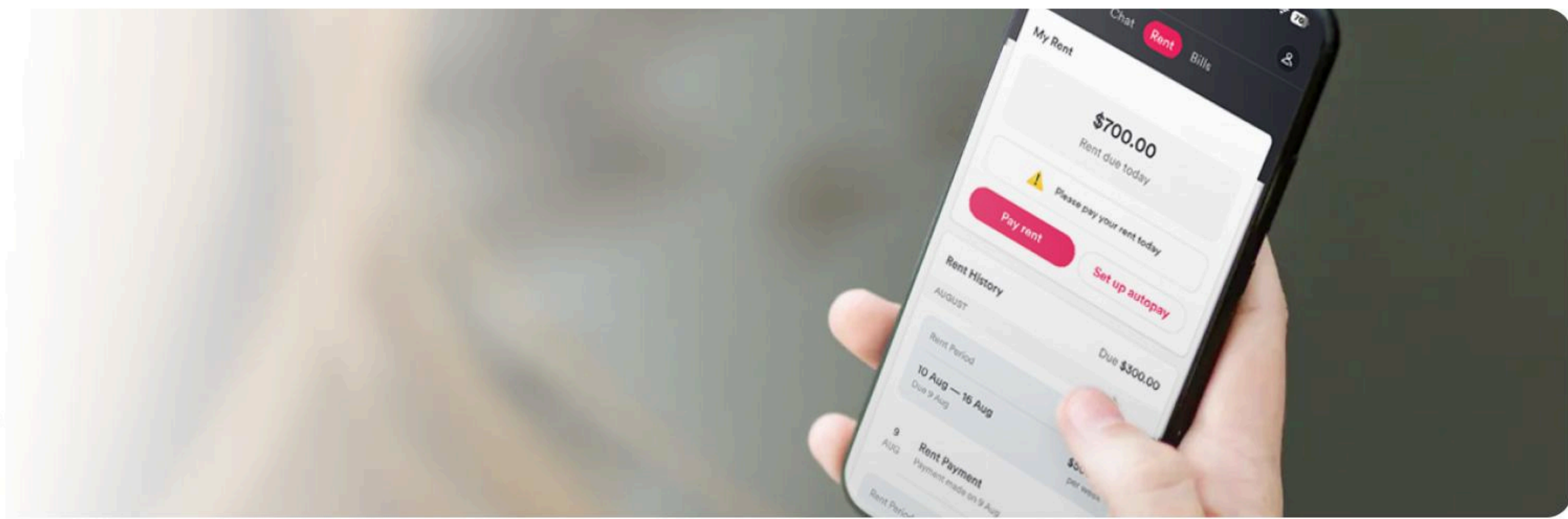


# Ailo

## for renters

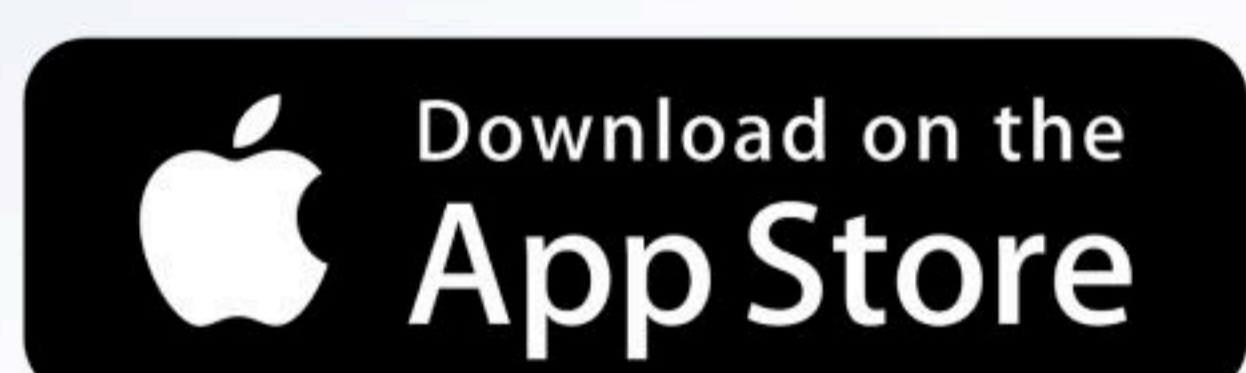


### What is Ailo?

Ailo is a platform that simplifies renting by allowing you to pay rent and bills, check your payment history, view tenancy details, and chat with your property manager—all in one app. It helps you manage your rental experience and stay connected with your agency.

### Why did my property manager upgrade to Ailo?

The Ailo platform helps your property manager with things like managing maintenance requests and paying trades - so that if things break, they can get them fixed quickly. It also helps streamline money management and accounting, allowing them to focus on servicing your needs.



### How do I pay rent with Ailo?

A wide range of payment methods are available to you, including **debit cards, credit cards, and direct debit from your bank account**. Please note that some of these options may incur a service fee.

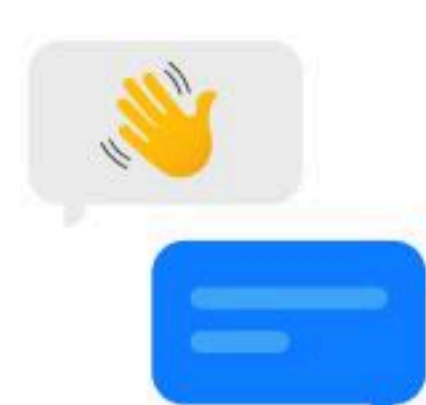
PAYMENT METHOD	SERVICE FEE
Manual bank account payment	Free
Recurring bank account payment (concession card holders only)	Free
Centrelink payments	Free
Recurring bank account payment	0.25%
Debit card	0.95%
Credit card	1.50%



More payment **options**



Easily **split rent** with housemates



Quick chat to report & **solve repairs**



24/7 access to your **rental history**



# Frequently asked questions



## What is my fee-free payment option?

After logging into the app and selecting "Pay rent," choose "Manual bank account payment" from the list of payment methods. If you have previously added a payment method, you can click "Change" to view other available payment options, including the fee-free one. Speak to your property manager about other fee-free payment options like if you have a concession card or a Centrelink customer.



## How are the 'Manual' and 'Recurring' bank account options different?

**Manual:** This option does not save your bank account details for future use. You will need to enter your details each time you make a payment.

**Recurring:** Also known as 'Autopay' in the app, this option lets you save your bank account details and automatically debits your account at a recurring frequency you set.



## How do I use Ailo to contact my property manager?

Your property manager will use Ailo to handle all communication related to your tenancy. Once you've logged into Ailo, select the "Chat" tab. From here, you can start a conversation with your property manager for repair or maintenance requests, or any other questions you may have. Response times to renter enquiries is a key metric the Ailo platform helps property managers measure to ensure they continue to deliver great service.



## Does Ailo offer programs for concession or Centrelink customers?

Yes! If you hold a Pensioner Concession Card issued by the Department of Veterans' Affairs or Services Australia, a Health Care Card issued by Services Australia, a Department of Veterans' Affairs Gold Card, or a Commonwealth Seniors Health Card, you are eligible for a fee waiver on an additional payment option beyond the fee-free method available in the Ailo app. Alternatively if you receive Centrelink payments, you can have your rent paid directly from Centrelink. Please contact your property manager for more information.



## How does Ailo keep my personal information safe?

Ailo is dedicated to safeguarding your privacy and information security. We prioritise the protection of your personal data and ensure that it remains confidential. Unlike other services, Ailo does not sell or distribute your personal information. Your data is encrypted as soon as you enter it into the Ailo platform and stored securely according to the highest PCI DSS standards set by Visa and Mastercard.