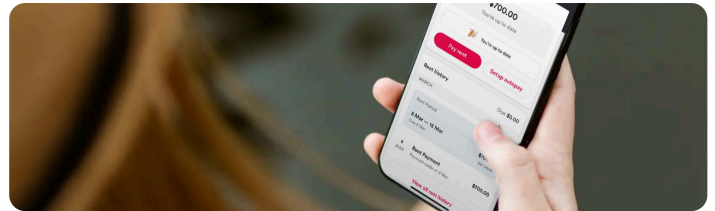


Ailo for renters



What is the Ailo platform?

Ailo is a platform designed to help property managers manage your tenancy, and ultimately give you a better service.

You can choose to sign in to the Ailo platform via your desktop or the mobile app to unlock additional payment methods, check your payment history, pay rent and bills, view tenancy details, and chat directly with your property manager.

Why does my property manager use the Ailo platform?

Property managers use a range of tools to help them manage the day-to-day administration of rental properties. The Ailo platform helps them with things like managing inspections, maintenance requests, compliance, 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 more on your rental experience.

All renters experience

No membership required

Quick chat to **report & resolve repairs faster**

Paperless inspections **save time** and **put you in control**

Easily **split rent** with housemates

Pay rent and bills, and **set up autopay**

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

More payment **options**

What payment methods are available?

The Ailo platform offers a broad range of fast, secure payment methods in addition to other options offered by your property manager.

There is no fee for using any payment method. An optional membership offers an array of benefits including card payments. Please contact your property manager for a full list of your payment options, including those available through the Ailo platform and other methods.

PAYMENT METHOD	PROCESSING TIME
Debit and credit cards	2 hours
Bank direct debit	3 banking days
Bank transfer EFT / PayID	15 min – 1 banking day
Centrepay	Per Centrelink cycle

OPTIONAL

Ailo membership

Membership is an optional add-on. You don't need one to pay rent, report repairs or message your property manager. It's entirely optional and you can choose a tier that suits you.

The membership fee is billed separately from your rent. You can change tier or cancel any time under Profile → Manage membership.

Everyday

Free

- Know what you need to save with budgeting tools
- Stay on top of your tenancy with timely checklists

Plus

0.95% of rent

- Track and pay personal bills
- Set and forget tenancy bill payments
- Pay rent and bills with Australian debit or credit cards

Global

3.99% of rent

- Real-time chat translation in 50+ languages
- Flexibility to use international debit & credit cards

Frequently asked questions

Why should I use the Ailo platform?

You don't have to use the Ailo platform, but it does make renting simpler. On the platform, you can unlock extra payment methods, check your payment history, pay rent and bills, view your tenancy details, and chat with your property manager in real time.

What options do I have for paying my rent or bills?

There are a number of options available to you for paying your rent or bills, all of which are free. Options include; direct debit, bank transfer/PayID and CentrePay. Optional Ailo membership offers an array of benefits including the flexibility to pay using debit and credit cards.

Is there a free way to pay rent or bills using Ailo?

There are a number free of options available to you for paying your rent or bills. Options include; direct debit, bank transfer/PayID and CentrePay.

I have previously paid my rent and bills using cards in Ailo. What would change for me?

There are no per transaction fees anymore. Ailo membership includes an array of benefits include the flexibility to pay using debit and credit cards. You can join a membership tier that suits you and continue to make payments with your preferred payment method.

Do I have to become an Ailo member?

No. Membership is completely optional and it is never required to pay your rent or to use the app. Nobody is signed up automatically including to the free Everyday tier.

Why did I see a membership option when I chose to pay by card?

Ailo membership includes an array of benefits include the flexibility to pay using debit and credit card. As a new user, the tick box appears to help you join the membership. All Ailo users have access to free payment options.

Am I blocked from paying my rent or bill until I join membership?

No. Joining a membership is entirely optional. If you see a prompt to join membership and you do not wish to proceed, you should use an alternative payment method such as bank direct debit to make your rent or bill payment without having to join membership.

Why is the membership fee a percentage of rent?

So it stays fair. The fee is calculated based on your rent, which means you only ever pay in proportion to what you're getting. Renters on lower rents pay less; renters on higher rents pay a bit more.

How do I cancel my membership?

To manage your membership you can do so at any time by going to your Profile → Ailo membership in the app and change it there. You can switch to any membership tier (including the free Everyday tier) at any time or cancel if you may wish to.

Can I pay my rent via Centrepay?

Yes. Please reach out to your property manager for more information.

How can I contact my property manager?

Chat lets you send a message or repair request whenever it suits you, no need to catch your property manager on the phone. Your agency can track your property manager's response times to help them deliver better service.

How is data managed and secured in Ailo?

Data is encrypted the moment your property manager enters it into the platform and is stored securely according to the highest PCI DSS standards set by Visa and Mastercard. Visit ailo.io/security to learn more.