



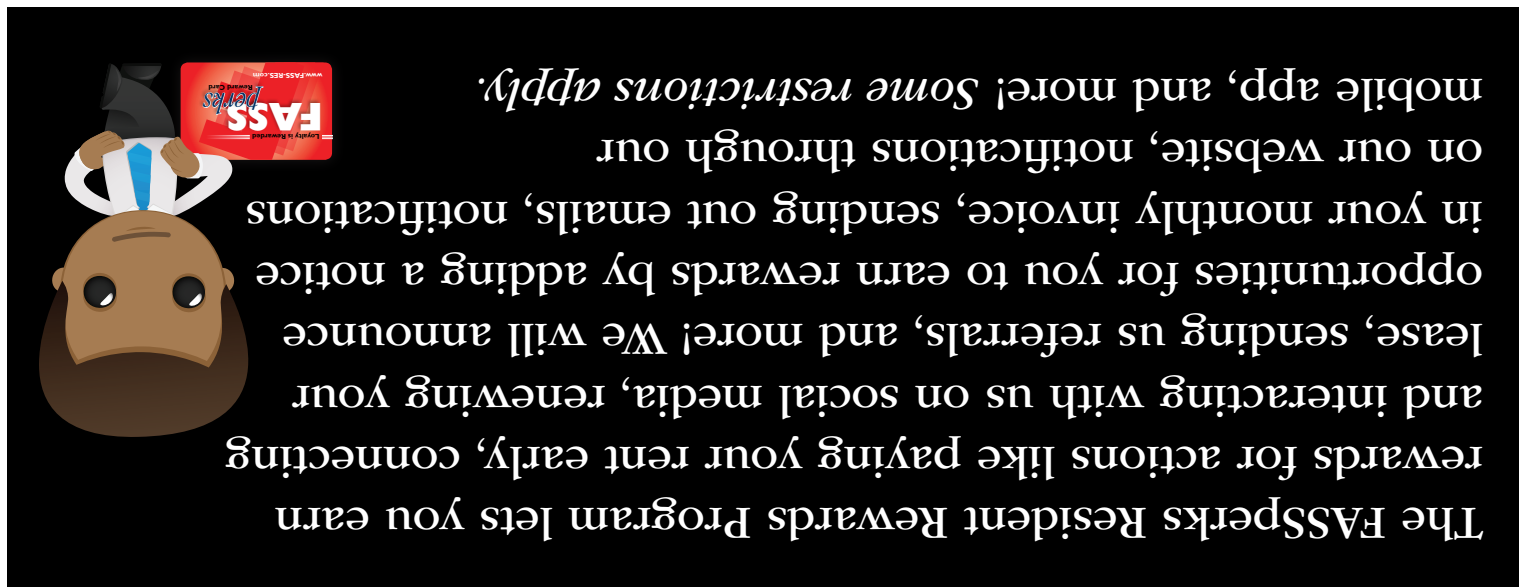
CERTAIN RESTRICTIONS APPLY...

- One card member per household
- FASSbucks are awarded to one card member per household
- FASSbucks are non-transferable and have no cash value.
- FASS Real Estate Services reserves the right to cancel, change or substitute offers of the Loyalty Program at any time, without notice.
- Members should retain all receipts or proof of participation in case of discrepancy.
- FASSbucks can only be earned and rewarded during restricted promotional periods. We will announce deadlines, terms and conditions for earning rewards. FASSbucks will not be rewarded for promotions past deadline.
- Must be a current resident in a FASS-managed property to earn FASSbucks and redeem rewards.
- To participate in Special Incentive programs, your monthly cash portion of rent must be 2x the value of the prize.



FASS may, in its sole discretion, cancel or, from time to time, alter any part of the FASSperks Resident Rewards Program, the FASSperks Resident Rewards Program Rules, the FASSbucks accrual structure, or any FASSperks rewards at any time, and may offer alternate or supplemental rewards. FASS reserves the right to change the FASSperks Resident Rewards Program rules, regulations, awards and offers at any time without notice, including the right to, among other things, modify or cancel any award or offer. FASS may make these changes even if use of accumulated FASSbucks or awards is affected. The accumulation of FASSbucks does not entitle any vested rights. FASS's exercise of this right shall be without any liability, obligation or additional compensation of any kind. FASS's cancellation or termination of the FASSperks Resident Rewards Program will result in an automatic termination of this Agreement.

FASS REAL ESTATE SERVICES 3705 Lee Road | Shaker Heights, OH 44120
 www.FASS-RES.com | 866/861.4761 Phone | 216/342.4409 Fax





Welcome to the FASSperks Resident Rewards Program. This program was designed to show you our appreciation. Earn FASSbucks for being a loyal and responsible resident to redeem and use toward rewards like waived late fees, money off your rent, services, merchandise, and gift cards! Membership is free!

FASSbucks

FASSbucks is the FASSperks Resident Rewards Program's currency. As a member, you earn FASSbucks for completing a desired action (such as paying rent early or referring a friend to our company). You can redeem these FASSbucks for products or services.

Earning FASSbucks

Earning FASSbucks is simple. Throughout the year, we will announce special promotions and opportunities for you to earn FASSbucks. FASSbucks can only be earned and rewarded during restricted promotional periods. We will announce deadlines, and terms and conditions for earning rewards (ex. From August 03, 2013 – August 30, 2013, earn \$15 FASSbucks when you . . .). FASSbucks will not be rewarded for promotions that have exceeded the deadline.

Losing FASSbucks

The FASSperks Resident Rewards Program was designed to recognize and reward our most loyal and responsible residents. However, we reserve the right to deduct FASSbucks and "fine" residents for the following infractions:

- 2 or more consecutive late payments in one calendar year
- 4 or more occurrences of late payments in one calendar year
- Unsightly yard/exterior where the resident is responsible

Redeem Rewards

Redeeming your FASSbucks for rewards is easy! Just select a reward for which you qualify from our Rewards Catalog and contact us by calling 866/861-4761 or emailing rewards@FASS-RES.com, or stopping in our office at 3705 Lee Road in Shaker Heights to receive your reward(s). You may redeem your reward balance for multiple purchases until the balance is zero or more FASSbucks rewards are owned.



FASSperks Resident Rewards Program

The FASSperks Resident Rewards Program is our way of recognizing and rewarding our most loyal and responsible residents. As a resident, you'll receive exclusive benefits and privileges to make your residential experience with FASS Real Estate Services even more rewarding!

As a resident, you can enroll in this complimentary program, and are eligible to start earning FASSbucks virtually every day. FASSbucks add up to great benefits that you'll enjoy while you are a resident in a FASS-managed unit.

Balance Inquiries

For your FASSbucks and Rewards Balance, visit <http://balance.WorldPay.us> and enter the card number. Account balances will also be given to you at the time of issuing points to your account after card transactions. Your receipt will show the new reward balance.

Request a Card

Want to start earning rewards but don't yet have a card? To request a FASSperks Rewards Card give us a call at 866/861-4761. Your card will be delivered in 7-10 business days. You can also pick up a FASSperks Rewards Card at our Shaker Heights office. Only one card will be issued per household.



Damaged/Lost/Stolen Card

If your card is damaged, lost or stolen, there is a \$5.00 replacement fee. The balance may be transferred to a different card and the old card can be cancelled. Once a card is cancelled, it may not be used again. Give us a call at 866/861-4761 for a card replacement.



Get Discounts

FASS isn't the only place where you can receive rewards. We've partnered with local retailers for exclusive offers available only to FASSperks Resident Rewards Program members. Be sure to shop with these partners and receive discounts! Discount offers are subject to change or expire without notice. Please check our website at www.FASS-RES.com for current offers.