

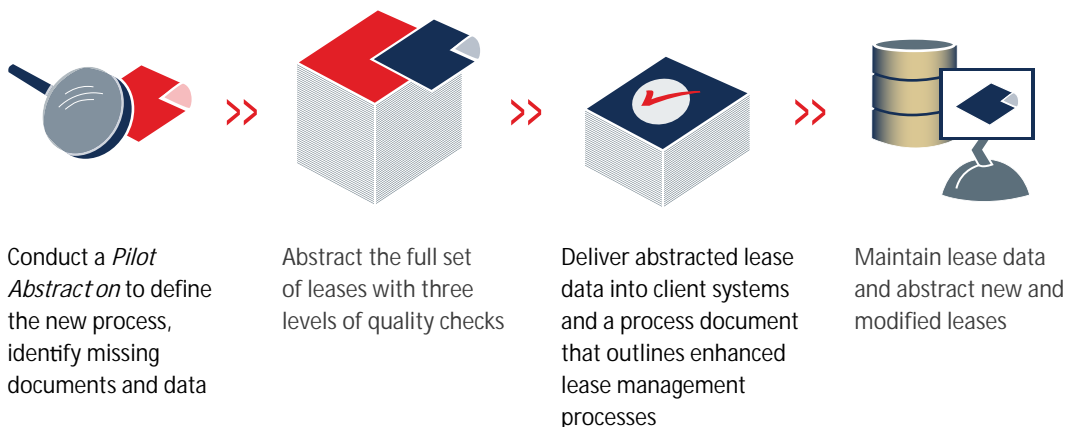
RTrust — a leader in lease data management services — provides lease abstracting services that improve operating accuracy, relationships between owners and tenants and financial results.

## What we do

RTrust employees are accomplished professionals working as a team to efficiently and accurately abstract lease data. Our proficiency in working with client software and our knowledge of operating processes allows us to not only abstract data consistent with client and industry best practices but also to ensure accurate and timely abstracted data. Professional resources are available across all time zones and our services are primarily provided remotely with the overall project management and coordination services available onsite.

## How we operate

Our process is straightforward:



**Rtrust**

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## A proven methodology

Our onsite project manager working with the client's designated staff will:

- Identify the entire population of leases that need to be abstracted/re-abstracted to determine the optimal number of leases;
- Create an *Abstract on Scope Document* that defines the data points that need to be abstracted and how ambiguous clauses should be interpreted based on the client's business practices;
- Coordinate with RTrust offsite personnel to abstract leases through the following steps:
  - ✓ Determine abstractability and completeness of lease documents
  - ✓ Perform abstraction of data as per the *Abstract on Scope Document*
  - ✓ Validate all data abstracted by the 1<sup>st</sup> level abstractor
  - ✓ Review abstracts based on a random sampling of abstracted leases
- Append every delivery of abstracts with an *Exception Report* that provides a list of exceptions encountered during the abstraction process

## Types of support

RTrust provides comprehensive **project management** during the lifecycle of the abstraction project. This includes building the Abstraction Scope document based on interviews with client personnel and on client business practices and marrying this data with the industry's best practices for maintaining accurate lease data.

Ongoing **lease data validation** after the end of the abstraction project is designed to make sure lease data always reflects the most current lease agreements. This service includes updating lease data from recent amendments, renewals/termination/extension options, as well as brand new lease agreements that may have been entered into.

## Reporting & Change Management

At the conclusion of the abstraction process RTrust provides the following:

- Complete delivery of abstracted data
- Exception reports for each delivery indicating areas of potential conflict or ambiguous interpretation of clauses
- List of assumptions that went into abstracting the data to provide context for the abstracted data

## Benefits of the RTrust approach

RTrust's abstraction and lease data services allow businesses to:

- Reduce errors relating to inaccurate rent increases;
- Bill accurate CAM charges, thus minimizing overhead associated with resolving tenant conflicts; and
- Manage risk by keeping accurate track of all option dates.

# Rtrust

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