



Everything You Need to Know About Obligo

For Leasing Agents

What's Obligo?

Obligo is a 3rd party company we've partnered with to simplify security deposit management, allowing qualified renters to skip paying a deposit while guaranteeing funds for the property and keeping us protected against damages or missed rent payments.

Renter Benefits

- ✓ Renters can fulfill their security requirement right from their phone, no need to go to the bank for a certified check.
- ✓ Renters enjoy the financial flexibility to invest, save or spend the deposit cash that would otherwise be tied up.
- ✓ Obligo only partners with properties who treat their residents well, reviewing resident screening criteria and deposit deduction history to ensure they meet Obligo's standards.

How Does Obligo Work?

The process is simple! Once property managers input basic lease information, Obligo handles the rest, inviting renters to live deposit-free or pay a traditional deposit if they prefer.

In both cases, certified move-in payments are seamlessly processed via the Obligo platform.



How Do Renters Qualify For Obligo?

Obligo has several methods to instantly qualify for deposit-free living. Most renters will qualify by connecting one US bank account, but they can also qualify with two cards (debit & credit or 2 credit cards).

If there are several people on a lease, only the primary or lead renter will need to qualify. If they don't, you can easily swap the primary renter to another person on the lease. Questions about qualification? Direct your renters to Obligo's FAQ page!

How Much Does Obligo Cost?

Obligo's deposit-free pricing starts at \$7.90/month and varies according to the size of the security requirement and the renter's projected ability to pay for any damages or missed rent. The service fee is paid upfront for year 1 of the lease and continues in monthly installments upon renewal.

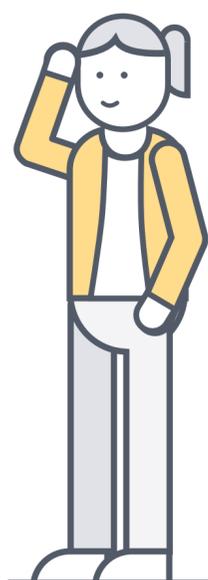
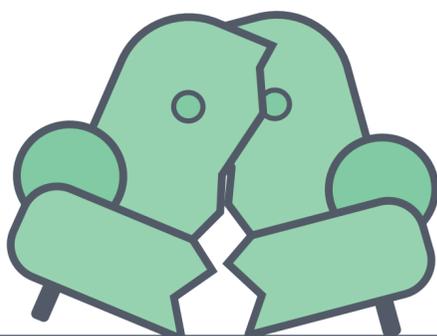
If the renter pays the total move-in amount and does not choose to live deposit-free, the EFT with a bank routing and account number are free. If the tenant pays by credit or debit card, the processing fee is between 3-4% of the balance paid.

Renters who choose to live deposit-free often use their deposit cash to pay off debt or invest. Paying off credit card debt is the obvious first choice, as this always carries the highest interest rates, offsetting the Obligo service fee and helping renters save.

Is This Just For Deposits, Or Will Renters Pay Their Move-In Fees Through Obligo?

All-move payments can be processed through Obligo, including first month's rent, pet fees and any administrative or lease fees.

These payments are guaranteed against any chargebacks or ACH reversals, which eliminates any risk that the new resident's payments won't go through before you hand them the rental keys.



How Will I Know A Renter Has Qualified For Obligo & Paid Their Move-In Fees?

Renters are instantly notified once they have been approved and their payment has been processed. You'll receive an email notifying you of the same, with all move-in information and payments reflected in the Obligo platform and in your PMS if you've integrated.

Where Should I Send A Renter If They Have Questions?

Direct your renters to Obligo's **FAQ page**! If your renter has a question about Obligo, they can always chat with a live support agent by logging in and clicking the chat button.

Live chat is available Monday- Friday from 9AM-5PM EST. If chat is not available, they can always email our team at **support@myobligo.com** and we'll answer as quickly as possible!

What If I Have Questions About Obligo?

Please contact your Customer Success Manager at Obligo or email **support@myobligo.com**.

