

## CONCIERGE FAQs

Q: Who do I contact if I need help with PenFed Realty Concierge?

A: Your branch leader or any Agent Services staffperson (ASA) is always available to help. This FAQ and our training videos are also great resources to help answer your questions 24/7.

Q: Who does my client contact if they need help with PenFed Realty Concierge?

A: Each client is assigned a dedicated specialist when they are invited to activate their PenFed Realty Concierge account. They may contact their personal concierge by phone, text message, or email at any time. If they are having trouble with the website, they may contact [help@moveeasy.com](mailto:help@moveeasy.com).

Q: How much does PenFed Realty Concierge cost me and my clients?

A: PenFed Realty Concierge is a service provided to you and your clients courtesy of PenFed Realty.

Q: How do I sign in to PenFed Realty Concierge?

A: From your email invitation, click the "Get Started" button and create a password to access your account. If you did not receive an email invitation, please contact your ASA and they can resend the email.

Q: How do I sign into the mobile app?

A: Download the app for iPhone/iOS or Android. Sign in with your PenFed Realty email address and your PenFed Realty Concierge password. If you have not created a password yet, click the "Request Password" button, enter the temporary verification code, and create a new password for your account.

Q: How do my clients sign up for PenFed Realty Concierge?

A: Starting Feb 1st and after their transaction is under contract, your clients will automatically receive an email sent on your behalf inviting them to activate their account.

Q: Can I give previous clients access to PenFed Realty Concierge?

A: Absolutely! All you need to do is add their information in your account and generate an email invitation directly from PenFed Realty Concierge.

Q: I do not want one or more of my clients to given access to PenFed Realty Concierge. How can I opt them out?

A: 48 to 72 hours before your clients are invited, you will first receive an email alert that includes a link to disable the client invitation. If you change your mind at any time, you can manually invite them from your account.

Q: My client did not receive their invitation. Can I resend the invite?

A: Yes! You can resend an invitation at any time from the "Client Activity" tab in your PenFed Realty Concierge dashboard.

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Q: Does PenFed Realty Concierge work for the entire country?

A: Yes. From Maine to Hawaii to Alaska to Florida, the service is available everywhere!

Q: How long do clients have access to PenFed Realty Concierge?

A: Once they activate their account, PenFed Realty Concierge is available to your clients for life. Your clients can use every feature and service for their current and future moves, and for all home management needs in between.

Q: Is my client's information safe?

A: Yes. We take your clients' privacy very seriously, which is why this is a completely OPT-IN service for them. In addition, contact details are not shared with anyone unless your client explicitly requests a service from a specific provider.

Q: Can I see if my clients have signed in and track their usage of PenFed Realty Concierge?

A: Sort of. From your Analytics page in your account, you can see if your clients have logged in. You will also receive an email message when they request information from one of your preferred vendors. However, you will not be able to track their other usage of the platform.

Q: How are vendors entered into the system? Can I enter my own preferred vendors?

A: A few vendors will be entered at a company level. You have the option of adding your own preferred vendors if you wish. You can add or disable vendors from your branded platform through the admin panel in your account. If a client needs assistance in a category in which you do not have a recommended vendor, their personal Concierge specialist will offer a vendor recommendation.