![Douglas Elliman Property Management - EST. 1911]

February 6, 2024

Dear Residents

Recently you received an announcement from us notifying you of our new payment platform - Bilt. Since then, we have been advised that some Residents have found the process confusing and are having trouble setting up for their new accounts. We apologize for any inconvenience you experienced in this regard. Attached please find a set of simple instructions on how to set up your account.

A few things to note as we have heard some misapprehensions:

- The bilt credit card is not required to sign up for the payment platform. You will receive points for any digital payments.
- You do not need to give your social security number to set up your account.
- We have heard some reports that owners are unable to connect to the website because they receive a security warning or the link will simply not open. Bilt advises us that this is most common with the Chrome and Safari browser and that you will need to add the site as a ***trusted site*** to proceed. Alternatively, go to Biltrewards.com to set up your account . If that does not work, please contact the help desk – see below.
- The address of our lock box has changed. If you do not intend to sign up for the Bilt payment platform and wish to send in your payment by check, you need to note the new address to send your payment. If you use a bill paying service through your bank, you will need to update your information with the new address. The new mailing address is:

Douglas Elliman c/o Bilt CC, PO BOX 27134, Newark NJ, 07101

- **Click pay is being turned off March 15th. Please complete your set up prior to that date.**

For questions regarding setting up your account on Bilt please contact our Bilt Payment Support resources at:

- DEPM Bilt Helpline DepmBiltHelp@ellimanpm.com 212-692-6125
- Contact our Accounts Receivable call center 212-692-8300
- Complete our online help form at: BILT Inquiry Form
- View the Resident Sign-up video: **resident signup video**
- Visit the Bilt help center: Bilt Rewards Support

Bilt also has an online help desk and chat – you can contact them at **support@biltrewards.com** or live chat via the app or website.

Again, we are sorry for any confusion or inconvenience that this has caused you and we appreciate your patience.

Thank You

Douglas Elliman Property Management

Step 1

Click this link to begin signing up for Bilt- www.biltpaydepm.com

This window will open; enter your email address and click on continue. **Important: Please use the email address that this notification was sent to, as that is the email address that we currently have in our accounting system for your apartment.**

BILT ⊞

Confirm your email

To access the payment center, please confirm the email address on file with your property

Your email

example@biltrewards.com

Continue →

Step 2

If your email is in our accounting system, this box will pop up for you to verify your account. Click on the circle next to your email address and hit continue. If your email is not recognized, you need to contact **DepmBiltHelp@ellimanpm.com or 212-692-6125** to correct your email address in our system. Click **Send Code** to continue.

‹ **Verify your account**

Select your preferred email or phone number and we'll send you a one-time passcode.

Email

○ Jane.Doe@gmail.com

Send code →

Step 3

After you verify your account, the following box will appear. Check for an email form Bilt with a 5-digit code to enter here and click **Submit**.

< Verify your account

Enter the 5-digit code we sent to

Jane.Doe@gmail.com

5-digit code

Resend code (2)

Submit →

Step 4

After entering the 5-digit code, the following box will appear noting your current charges. Click **complete account set up** or **click Auto Pay** if you wish to set up auto pay at this time. You can add auto pay later if you wish.

BILT ⊞

Jane.Doe@gmail.com

✓ You don't have any current charges.

Payment Summary

Amount due $0.00

Estimated points earned   1x

Total balance due $0.00

Complete account setup →

📅 **Autopay**
Never miss a rent payment with automatic payments   >

📈 **Rent reporting**   >
Build your credit history with every rent payment
—Turn on to begin reporting your rent payments

experian.   TransUnion   EQUIFAX

Step 5

In the next box that appears you need to reenter your email address and create a secure password and click **Next**.

Create an account password to complete this payment

Your email

Password

Confirm password

💡 Create a strong password by combining uppercase and lowercase letters, numbers, and special characters.

Next

Step 6

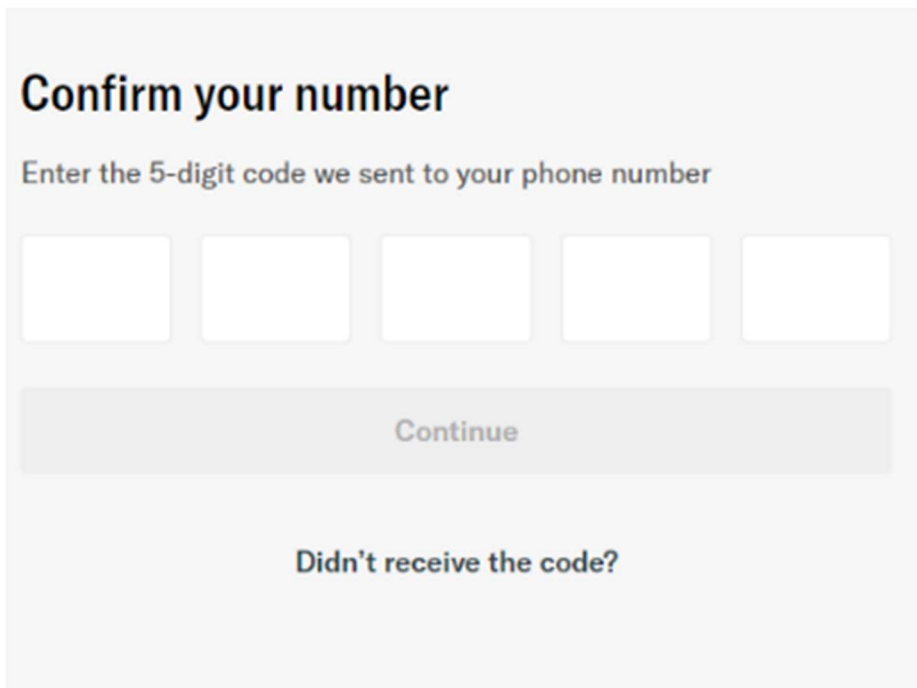The following box will appear. Enter your name, date of birth and phone number and click **continue**.

Confirm your information to continue

First name

Last name

Date of birth (mm/dd/yyyy)

Phone number

By clicking "Continue" you agree to the Bilt Rewards Terms & Conditions, the Bilt Services Terms of Use, the Bilt Rewards Credit Education Services Terms & Conditions and provide your authorization for Bilt to obtain your credit reports for as long as you use the Bilt Rewards Credit Education Services to display to you for educational purposes and providing data insights. You may withdraw this authorization at any time by contacting support@biltrewards.com.

Continue

Step 7

You will receive a text with a code (multi factor authentication). Enter it into the next box that will pop up and click **continue**.
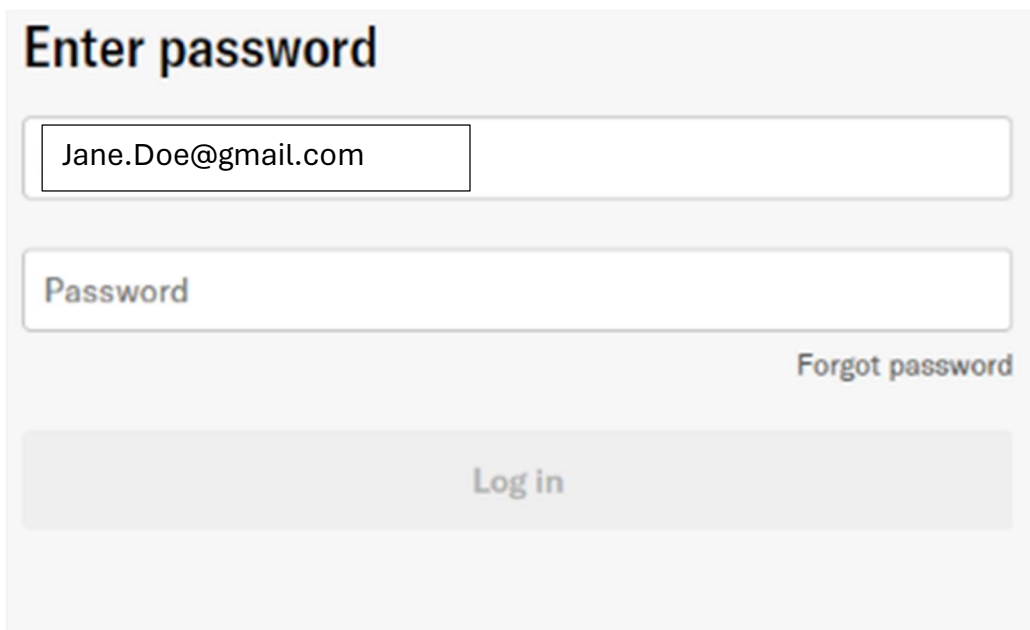
Confirm your number

Enter the 5-digit code we sent to your phone number

Continue

Didn't receive the code?

Step 8

You are now ready to log into your account to make a payment. Enter your password into the next box and click **log in**.
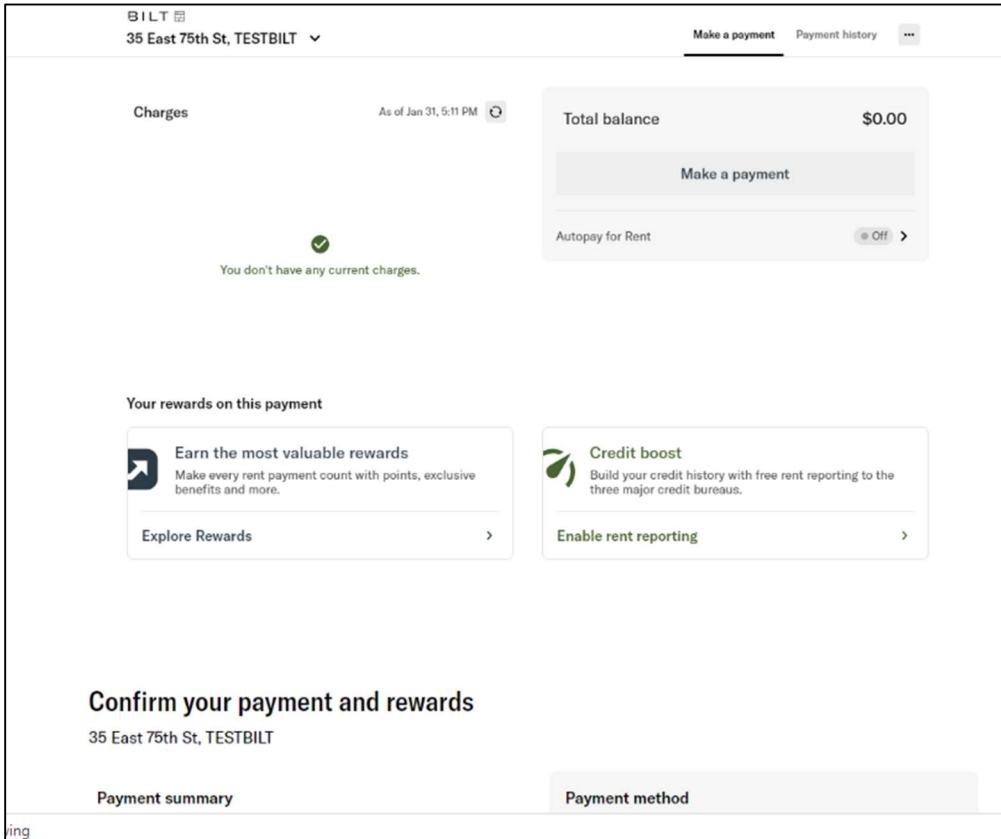
Enter password

Jane.Doe@gmail.com

Password

Forgot password

Log in

Step 9

Click on **make a payment** to set up a payment method.

Step 10

Click on **add payment method** (if you click on **pay with Bilt Mastercard** you will be redirected to a site to apply for the Bilt credit card. **Do not click here if you do not intend to apply for the card.)**

Step 11

Select a payment method in the next box that pops up. **Click Continue**:

Add payment method ✕

⚡ Instant Link (3 cards eligible)

▬ **Credit and debit cards**   Earn up to 3,000 points per year

◄———— Click here to set up an existing credit card

Bilt Mastercard®
Earn the most points on rent each month. Up to 100,000 points per year[1]

- The only card without the transaction fee on rent payments
- Apply instantly and start using today
- Transfer points into airline miles, hotel points, or even rent credits
- $0 annual fee[‡]

Learn more

◄———— Do not click here unless you wish to apply for a Bilt Mastercard

🏛 **Add bank account**

◄———— Click here to set up a debit payment from your bank

Continue →

[‡]Important Credit Terms   1 Rewards & Benefit Terms

Step 12

(Follow this step if you wish to set up credit card payment. Skip to step 13 to set up bank debit.)

If you wish to pay by a credit card **that you already have**, and those credit cards are synched to your PC, this box will appear. Select the card you wish to use and click **verify to link cards.**

Please note that a 3% fee is charged for using a credit card and a $9.99 fee is charged for using a debit card. There is no fee for ACH payments or for payments charged to the Bilt Mastercard.

Link your cards to start earning Bilt Points ✕

Automatically earn points when using any linked debit or credit card on rent payments and eligible everyday spend.

Instant Link
3 cards eligible

Powered by ⦿ method

☑ **Chase Credit Card**
VISA 6018

CVV required

☑ **American Express (2 cards)**
AMEX ✶✶✶✶

CVV required

Link other card +

Verify to link cards

After verifying your card this box will apppear. Check the cirlce next to your card and click **Select Payment Method**.

Confirm your payment and rewards

35 East 75th St, TESTBILT

Payment summary

Payment amount $1.00
                              Edit amount

Total amount $1.00

Your rewards on this payment

🔲 **Estimated points** ⓘ
You're earning the most valuable rewards

✅ **Credit boost** ⓘ
Build your credit history with free rent reporting to the three major credit bureaus.

Enable

Payment method

○ **Pay with Bilt Mastercard®**   ●
Earn the most points on rent each month. Learn more

○ Chase Credit Card expiring 11/27   VISA 6018

Add payment method   ⚡ Instant Link (2)   +

⑤ **Pay with points**
Start paying with points on a larger payment

Select Payment Method

Click on the circle next to the card that you wish to use then click on **"Pay"**.

This box will appear indicating a successful payment.

Step 13

If you selected add bank account this box will appear. This gives you the choice of using a service called *PLAID* to use your email address and phone number stored on your computer to find your bank account. To use this service click **Continue. To enter manually click Manually add bank account**.
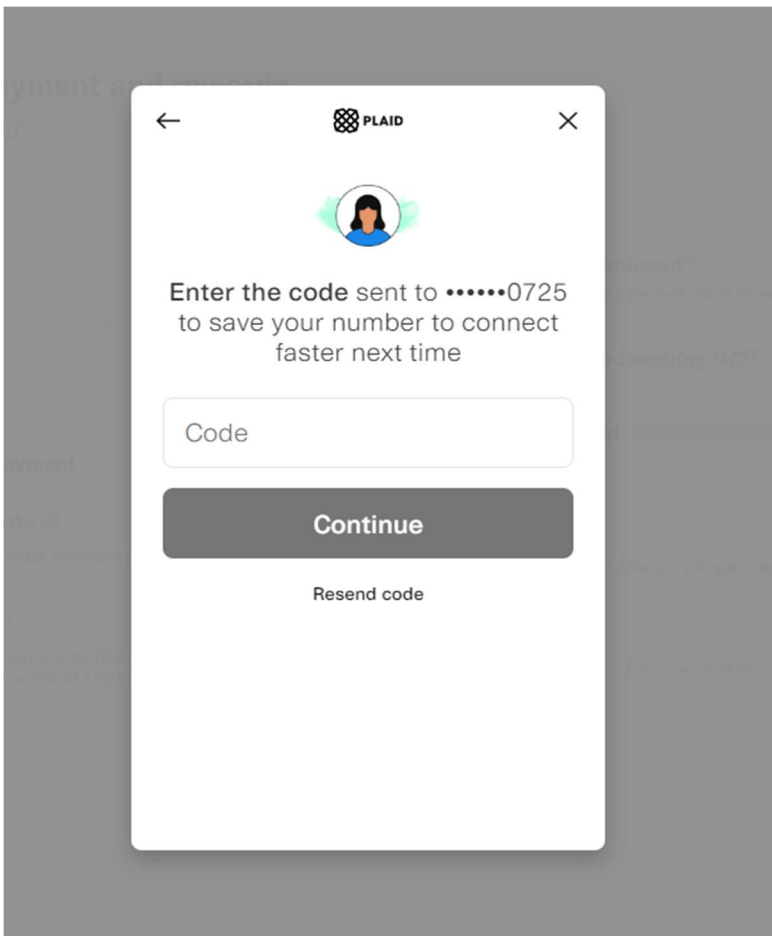
←   ✕

Link your bank account with instant verification

Securely sign into your bank to use a bank account for payments.

Continue

Manually add bank account

This message pops up if you clicked '**Continue**' and you want to use **PLAID**.

←   **PLAID**   ✕

Enter the code sent to ••••••0725 to save your number to connect faster next time

Code

Continue

Resend code

This window pops up to enter your banking information manually. Choose either checking or savings and insert your bank account information. Click **Add account.**

←   ✕

Link your bank account with instant verification

🔒 Your account details will be stored using banking-grade encryption.

⦿ **Checking**   ○ **Savings**

| Routing number |

| Account number |

| Re-enter account number |

| Nickname (Optional) |

[Add account]

The following box will pop up – click '**Pay**' and you are done.

BILT | WINDSOR

Payment Summary

| Payment amount | $1,597.99 |
| | Change amount |

| **Total amount** | **$1,597.99** |

| Estimated earnings | 250 |

Payment method

○ Pay with Bilt Mastercard®
Earn the most points on rent each month.
Learn more

⦿ TD BANK   🏦 4455

⊕ Add Payment Method

Pay with points
Start paying with points once you have at least 1000 points

[Pay $1,597.99]

Thank you for your patience. Remember to refer to the help desk options on the cover page should you have trouble.