

THE PERFORMANCE AND BENEFITS OF JENARK
TOTAL COMMUNITY ASSOCIATION MANAGEMENT TECHNOLOGY



Jenark Drives Operational Efficiencies By Offering

- Accounting
- Work Order Maintenance
- CC&R Enforcement
- Administration
- Automated Board Reporting
- Web Portal/Bank Integrations
- Customer Service

JENARK
A First Advantage Company



A few words from some of our clients:

"We have worked with Jenark since 2001. We feel that Jenark is the leader in the Community Association Management Software industry. Jenark's database reliability and 3rd party integration capabilities were key factors in our decision to implement their software. They consistently provide strong customer service. We have also benefited from Jenark's modular architecture which enables us to customize the software to our needs."

Todd Fackler, President
MSI-Management Specialists

"On the customer service front, the Jenark team is responsive and demonstrates a 'can do' attitude. On the product front, Jenark helps us drive operational efficiencies with its violation tracking features. The product enables us to easily enter violations, automatically generate citations and letters, and conduct and track inspections."

Steve Bupp, President
Condominium Venture, Inc.

Associate Yourself With The Leader In Association Management Technology

Jenark Business Systems was founded two decades ago with the sole mission of providing the most advanced property management technology to the real estate industry. Now a member of the First Advantage family of companies, Jenark is an established leader in management information and accounting solutions designed specifically for community association property management. Technological superiority, combined with the most responsive customer service in the industry, has made Jenark the solution of choice for over 250 management companies and self-managed communities nationwide.

More than any competitive system, Jenark's software solutions deliver the performance and functionality that enable management companies and communities to maximize customer service, efficiency, productivity, and revenue. Jenark delivers:

- > **Operational and Administrative Efficiencies** through streamlined processes, centralized secure data, and easy online accessibility.
- > **Revenue Enhancement** through integrated direct debit, automated lockbox processing, in house check scanning, automated board reporting packages, plus a full-featured accounting system.
- > **Business Intelligence** with management reporting through Jenark's financial and database report writers and queries.



Comprehensive Association Management Technology, From Front Gate to Back Office



Jenark addresses the unique requirements of association management: processes, operations, transactions, communications, accounting and board reporting. It was designed and built by property management experts, for association executives. It makes operational, administration and management functions faster, easier, and more productive.

Jenark's database engine protects community data with the most advanced, high-level security protocols available. Yet it makes data readily available in real-time to authorized users for optimal productivity — including convenient online access from any computer and wireless integration with handheld PDAs for remote access.

The Jenark Modular Product Line

Jenark products have been designed as an integrated, modular system that can be customized to meet the specific needs of any management company or self-managed community. The modules are fully integrated using a centralized master database, so data only needs to be entered once and is then available throughout the system. The Jenark system can be implemented all at once, or in phases as added functionality is required.*

Community Association Property Management

- > Customer service touch point account management
- > Extensive owner and community database with user definable fields
- > Tracking: Ownership %, property type, par values, other user definable property or ownership elements
- > Automatic assessment increases (based on budget)
- > Late fee computations with automatic notification
- > CC&R Enforcement (deed violations and architectural requests for change)
- > Owner ballots
- > Letter writing integration with MS Word
- > Ticklers: community or individual owners
- > Wireless PDA integration for violation and maintenance inspections

Owner Receivables/Collections

- > Automated lockbox with bank of choice
- > Direct debit integration with banking system
- > Automatic cash receipts with wand or check scanning
- > Homeowner payments via web portal
- > Coupons, invoices, statements, late notices
- > Delinquency reporting with user-definable collection notes
- > Owner collections with tracking of notes/promises/reminders
- > Assessment and special assessment increases

**Pricing varies by module/feature, contact your Jenark sales representative for details.*

Over 250 management companies and self-managed communities, encompassing over one million units nationwide, are managed with the Jenark system.

Property Maintenance

- > Service calls and preventive maintenance
- > User-definable inquiries and management reports
- > Owner/community bill-back with coupon/invoice
- > Interface with receivables, purchase orders, and inventory
- > Wireless PDA integration for work order resolution

Accounting

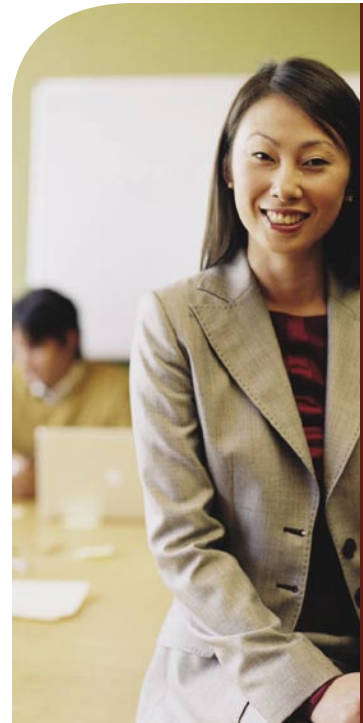
- > Complete AR/AP/GL system
- > Management Report Job Stream for electronic generation of board reporting packages across all modules and all communities
- > Flexible, user definable presentation-quality reporting
- > Fund accounting and reserve tracking
- > MICR check-writing with signature option
- > Purchase orders with commitment control
- > On-line budgeting and/or integration with Excel
- > On-line bank statement reconciliation including electronic bank integration
- > User-definable consolidations and allocations
- > On-line drill downs on financial statements
- > Investment tracking and reporting

Supporting Services

- > Community web sites with database integration
- > Public safety for gated communities
- > Residential property management for apartments/single family
- > Commercial property management for office/retail
- > Corporate accounts receivable
- > Property management payroll
- > Integration with payroll service providers
- > Utility consumption analysis with AP interface
- > Utility sub-metering and owner invoicing
- > Job cost tracking and billing

Integration

- > Banks
- > Web portal developers
- > Payroll services
- > Demand/settlement documents
- > Coupon/printing companies
- > Imaging systems





Continuous Updates, Nonstop Support

Jenark's management, project managers, customer service specialists and software engineers never stop working to advance the performance and functionality of Jenark's products and services. User requests, advances in technology, and changes in the community association marketplace are integrated into each Jenark release. And Jenark's support specialists ensure that updates and new releases are seamlessly integrated into each client's operations with minimal interruption to normal business.

A Commitment to Total Client Satisfaction

Every software company talks about customer service. Jenark has built a business on it. Since its founding, Jenark recognized the complexity and challenges of community association management, and the necessity to provide exceptionally responsive and accommodating support for the software solution.

The Jenark customer service support team oversees installation and migration of existing data to the Jenark system. Jenark project managers make sure client staff are fully able to utilize the system's extensive functionality. Professional services are offered either on-site or via telephone as requested by the client. Once up and running, the Jenark customer service support team is on call by phone and email to answer any question and address every issue — to the client's complete satisfaction, without exception.

A Proud Member of First Advantage

Our parent company, First Advantage Corporation (NASDAQ: FADV), is a leading risk mitigation and business solutions providers with tens of thousands of clients globally. First Advantage services enable businesses to make more timely and confident business decisions. First Advantage is headquartered in St. Petersburg, Fla., and has more than 3,800 employees in offices throughout the United States and abroad. More information about First Advantage can be found at www.FADV.com.



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