

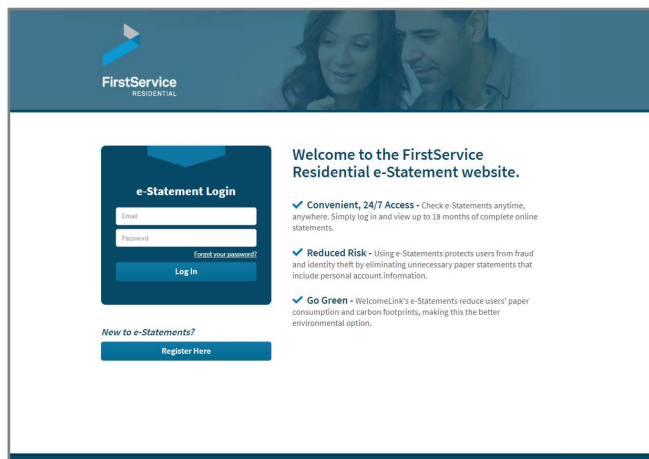
eStatement Quick Reference Guide

We have made registering for eStatements quick and easy.
Just follow four simple steps!

1

Create Your eStatement Account

Go to <http://estatements.welcomelink.com/fscalifornia> and click "Register Here." Enter the basic account information from your most recent statement.

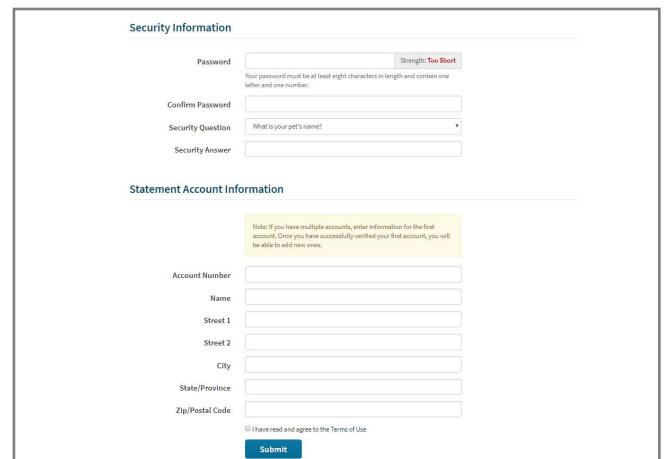


The screenshot shows the FirstService Residential e-Statement website. On the left is a login box with fields for Email and Password, a "Forgot your password?" link, and a "Log In" button. Below the login box is a "New to e-Statements?" section with a "Register Here" button. On the right, a welcome message is followed by three bullet points: "Convenient, 24/7 Access", "Reduced Risk", and "Go Green".

2

Set Up Password and Security Question

You will be required to set up a password as well as answer a security question. The security question will be used to reset your password should you forget it in the future.



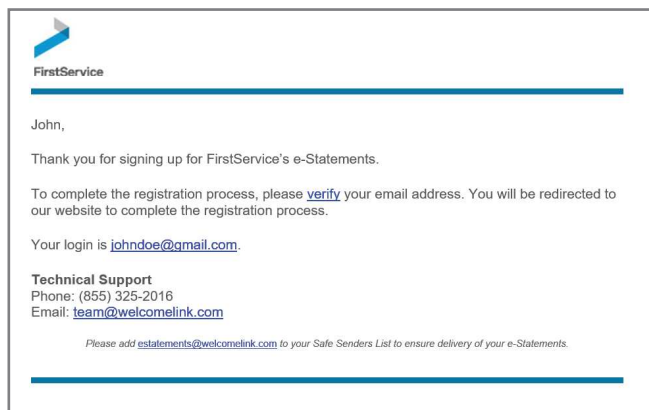
The screenshot shows a form with two sections. The "Security Information" section has fields for Password (with a strength indicator), Confirm Password, Security Question (a dropdown menu), and Security Answer. The "Statement Account Information" section has a note about multiple accounts, followed by fields for Account Number, Name, Street 1, Street 2, City, State/Province, and Zip/Postal Code. At the bottom is a "Submit" button and a checkbox for "I have read and agree to the Terms of Use".

3

Verify Your Email Address

After finishing the account setup, a verification email will be sent to the email address provided.

You must click the link in the email to finish the verification process and receive electronic statements.

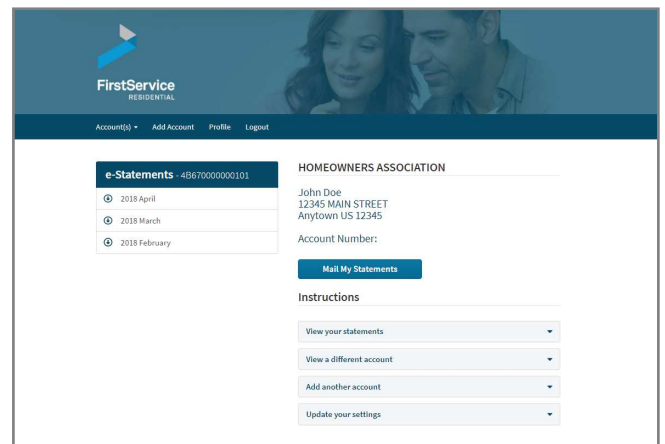


The screenshot shows an email from FirstService. It addresses the user as John and thanks him for signing up. It instructs him to click a "verify" link to complete the registration. It also provides the login ID "johndoe@gmail.com" and technical support contact information: Phone: (855) 325-2016 and Email: team@welcomelink.com. A footer note asks to add the email to the Safe Senders List.

4

View Your Statements

To view your statements, simply click the month and year that correlates to the statement you'd like to view. You may then download the statement to a PDF format. **You will be notified via email when future statements become available.**



The screenshot shows the FirstService Residential e-Statements interface. It has a navigation bar with "Account(s)", "Add Account", "Profile", and "Logout". The main content area shows a list of e-Statements for "HOMEOWNERS ASSOCIATION" with dates: 2018 April, 2018 March, and 2018 February. To the right, account details for John Doe are shown, including the address and account number. A "Mail My Statements" button is present. Below is an "Instructions" section with dropdown menus for "View your statements", "View a different account", "Add another account", and "Update your settings".