GE Security
Supra

Answers to common questions

The networked system by Supra is a proven, patented "closed loop" service of electronic KeyBoxes, data-gathering agent keys and information delivery to listing agents. Core benefits to the Supra program include:

Convenience – Agents have access to all KeyBoxes within the Association/MLS by using a personal electronic key with a secret 4-digit PIN code. This ensures that only members of the Association/MLS in good standing can have access to homes listed on the market.

Showing Activity – The Supra system records the agent identity associated to each DisplayKEY and *e*KEY that opens a KeyBox, along with the date and time of each access. The documented activity is redundantly recorded within each key and every night, by way of a fully automated agent network, the showing activity is retrieved and delivered to the appropriate listing agent.

Security – The electronic KeyBox is microprocessor controlled and is stronger than the listing for which it is attached. The device monitors encrypted access codes to allow use by authorized personnel only. And at the listing agent's discretion, the KeyBox can be custom programmed to restrict listing access based on seller preference.

Answers to commonly asked questions follow, differentiated by component.

Infrared KeyBox

Q: How is it that the current electronic KeyBoxes have become obsolete?
A: Instead of obsolescing the current electronic KeyBox, Supra has extended their life. The current KeyBox was designed to be reliable in any climate and with working quality that lasts and lasts. Fact is, the performance of the current KeyBox has remained outstanding, however our ability to produce the old technology is increasingly more challenging as significant components are dropped from mainstream markets by their respective manufacturers. The net effect is that the current KeyBoxes will take longer to obtain, will continually cost more to produce, and the quality of certain internal components may be less consistent than previously experienced.

To address this issue, Supra has designed the new DisplayKEY and *e*KEY to insure your continued use of the current KeyBoxes for as long as you want.

Q: Why will the new KeyBox use infrared to communicate with the keys?
A: Supra studied all available technologies and determined that infrared (based on the Infrared Data Association's protocols) offers the most functional, reliable, convenient and secure method for operating the new KeyBoxes. Infrared is a proven communication technology, used in demanding consumer products like mobile phones, handheld computers, business calculators and laptop computers. The addition of IrDA standards to electronic KeyBoxes will provide a flexible yet secure operating platform that eliminates the need for specific key shapes and physical contact points. Through

our use of infrared, you will benefit from point-and-beam convenience, enhanced services when viewing properties, and affordable entry to future system enhancements.

Q: If the current KeyBoxes still work, why must we replace them?
A: That's the good news… you won't need to! You don't have to quit using your present current KeyBox in order to start using the infrared KeyBox, **the iBox**. Old and new KeyBox technologies will live side-by-side in your market area and any Infrared equipped key will operate **either** KeyBoxes.

In other words,
1. The Association/MLS is merging KeyBox technologies on a gradual, as-needed basis.
2. You can avoid the cost and inconvenience of a system-wide KeyBox exchange.

Q: What additional benefits are there in the iBox?
A: There have been significant enhancements to the iBox:
- It has a slimmer construction for narrow doorways and screen doors.
- The key container in the iBox holds up to three house keys (the current electronic KeyBox holds two).
- The iBox has a metal key container with chain in the middle to eliminate jamming
- The key container is "touch and release" which eliminates the need to "tug" on the pouch.
- The iBox offers different hours for weekday showings versus Saturday or Sunday (three different access hours settings).
- Electronic notes that can be left by the listing agent for showing agents: i.e. "Alarm code is", "Carpets just cleaned", or "Take shoes off".
- The iBox has an electronic flyer that can be programmed by the listing agent for the showing agent and/or potential buyers with handheld computers.
- The iBox is compatible with most IR handheld computers on the market.
- Records 150% more accesses than current electronic KeyBox.
- The iBox color is slate blue so dirt is less noticeable.

Q: Supra refers a lot to their "open architecture" engineering approach ... what does it mean to me?
A: The concept of *open architecture* is a common engineering reference for designing flexibility into the solution to support broader applications and new technologies later on. Development of the iBox has been a deliberate exercise, taking time to carefully consider how to incorporate new operating systems and technology enhancements that make sense to real estate professionals. The foundational premise to a truly open architecture is that future benefits can be encompassed into the iBox service practically, flexibly and affordably.

DisplayKEY

Q: How is the DisplayKEY better than our current key?
A: The DisplayKEY is the standard upgrade to the SuperKey and SuperCard. The DisplayKEY is different in two obvious ways; (1) it features an LCD display screen and (2) it comes equipped with both metal contact points and an Infrared port. Shaped very similar to the old keys, the DisplayKEY offers you an affordable bridge between the current electronic KeyBox and the iBox.

Briefly, the DisplayKEY also offers the following new benefits:
- With the old KeyBoxes the key physically snaps into place and with the iBox it simply beams a "release" command to access the house keys secured inside.
- It tracks its own showing activity and sends it to the appropriate listing agents automatically. This means no more driving to listings to read KeyBoxes!
- It updates itself automatically at night **without** you having to make a telephone call to KIM and interpret the computer voice.
- The display screen of the key will enable you to view messages each day. Messages may be from the Association/MLS, your Broker, and/or an alert that you've recently had showings at your listed properties.
- The LCD screen will display help messages and error codes should you need help during a particular KeyBox operation! It translates the beeps and buzzes for you!
- The DisplayKEY features a rechargeable battery. No more batteries to buy.

Q: Can I view showing information on the DisplayKEY?
A: Yes, but only for the properties you've listed. Each morning the DisplayKEY screen will alert you that you've had a specific **number** of showings at your listings. To find out whom, when and where, you simply use the Internet to view your listings' activity.

In an emergency, if you're at one of your listings you can still read a KeyBox and view the showing detail on the screen of the DisplayKEY.

Q: I've heard I need to update the Key every night. Is this true? If so, why?
 A: The key only needs to be updated as often as you will show properties. In other words, with the 200,000+ agents using the networked system, we have found that over 50% show less than once every three weeks. Unfortunately, the agents who show infrequently can be those who forget their PIN code so they write it on the key. It's for this reason that the new system will be able to be "re-secured" at midnight of each day.

The nightly update will also automate the update process for your convenience and download where your key has been used so that the Supra network can report fresh showing activity to listing agents.

Q: How do I update the DisplayKEY if I forget to leave it in its cradle overnight?

A: If you forget, there are three other convenient options for updating your Key:
- Place the DisplayKEY on any cradle (home or office) and use the scroll buttons on its keypad to find the command for an "immediate esync."
- Just like you do today, telephone KIM (now a toll-free number) to obtain an update code and manually enter it onto the keypad of the DisplayKEY.
- Log onto the Supra web site and immediately obtain an update code that can be manually entered onto the keypad of your DisplayKEY.

Q: How does the cost of the DisplayKEY compare to other equipment that I use in my daily real estate practice?
A: To adequately answer this question, you must only consider the tools that you use to conduct business (i.e. customer interface, show properties, run market comparisons, figure amortizations) and exclude listing-specific advertising, desk fees and office supplies. Based on this, the tools of your trade would likely include a mobile phone, pager, personal computer, automobile and so forth. Now, contrast what you pay for each of these items to the cost of the DisplayKEY over six years:

TOOL	COST/MONTH	COST/YEAR
Automobile	$400/month	$4,800/year
Mobile phone	$50/month	$600/year
Personal computer/laptop	$33/month	$396/year
Personal pager	$9.95/month	$119/year
Yard signage	$8.89/month	$106 (3 yrs.)

*e*KEY

Q: What is the eKEY?
A: Supra leveraged the popularity of a powerful handheld computer and designed it to work with our flagship KeyBox service, creating a highly versatile and portable agent tool. The *e*KEY works with the operating platform of the Palm Vx, m500, m505, and m515. It offers you a personal organizer, calculator, day timer, address book, memo pad and much more. Additionally, Supra has added a comprehensive host of software applications specific for the real estate business.

Q: Why is *e*KEY considered the more premium service?
A: The *e*KEY goes way beyond standard agent keys that release listing keys and open KeyBox shackles. In addition to providing all the functionality of the DisplayKEY, it is a compact tool that mobilizes the information that you spontaneously need when driving between listings. Combining KeyBox technology with the latest Palm handheld computer and a comprehensive agent network, Supra offers you the benefit of *nine* independent utilities that include:
1. **Personal productivity tools** of conventional Palm OS® platforms gives you instant access to important business information — contact manager, date book,

address book, calculator, to-do list, memo pad, expense report templates and e-mail applications.

2. **Customized Internet pipeline to the latest MLS data** so you remain updated with changes in listing prices, terms and closing status. Maybe you're an Appraiser and only want pending and sold listings. Possibly, you work primarily with condos or multi-family properties. The eKEY has the flexibility, based on the overall system design by your Association/MLS, to meet these needs. Also, you automatically receive daily hot sheet updates, feedback on personal listing inventories, suggested listing tours based on specific buyer profiles and listing information based on your market area. **And spontaneous listing searches combine property details with maps on how to get your buyers there!**

3. **Agent roster** is stored within your eKEY and then updated everyday. It's like an electronic phone book that keeps you in contact no matter where you are or when you need to reach another member of the Association.

4. **Mapopolis mapping software** is loaded on each device and linked from the address search function. With just a tap, agents receive a map to their listing.

5. **Mortgage Calculator** functionality is added with Loan Pro mortgage calculator. Create and save different mortgage options for your clients.

6. **KeyBox functionality** combines current KeyBox operations with changing shackle codes and homeowner privacy features like activating Call-Before-Showing and setting unique showing times.

7. **Infrared equipped** to operate the iBox with "point and beam" technology (like the DisplayKEY). The eKEY can execute all standard operations in addition to the custom programming benefits in above.

8. **Daily notification of showing activity** is automatically delivered to your eKEY while you sleep each night. The key is self-tracking and nightly downloads everywhere its been used for automated feedback to the appropriate listing agents.

9. **Electronic feedback** from showing agents who can attach messages to their showing record that indicate buyer interest/response or other comments for a particular property.

10. **Member messages from the Association/MLS and broker notices** are pushed to the viewing screen of your eKEY. Considering the trend towards home-based offices, Brokers now have an additional way to reach you with notices and inter-office updates. Best of all, it fits your schedule as to when to view the information.