

BANK ACCOUNT VERIFICATION FAQs

HOW IT WORKS



To verify your bank account, Yardi Systems will submit a deposit labeled **Bank Verify** of less than one dollar to your bank account.

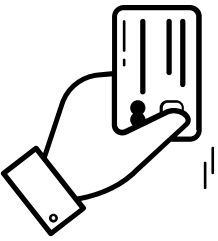


After you see this amount deposited to your bank account, log in to your Resident Portal account (or the DTN Management App) and confirm the amount that was deposited (under payments accounts tab >> near your bank account information) to complete the verification.



Allow 48 hours from the time when you added your bank account for the deposit to appear.

NEED/WANT TO MAKE A PAYMENT NOW?



It can take up to 48 hours to receive your deposit before you can log in to verify your bank account, we understand you may need or want to make a payment now.

There are other payments options available, including Debit Card payment (\$2.95-\$3.95 per transaction)

NOTE: If you are not sure about potential limits or restrictions on your debit card, please contact your banking institution.

VERIFICATION FAILED?

A bank account pending verification cannot be edited. If you entered your information incorrectly, you can re-add your bank account to initiate the verification with your correct account.



If you enter the incorrect verification (deposit amount) and the system notifies you the verification has failed, it will remove the bank account/lock down that information.



When an account is hidden due to failed attempts to verify, DTN will have to reach out to the payments processor:

- Amount of the test deposit
- Date it was deposited into your account
- Last 4 digits of the bank account



With these 3 pieces of information, DTN will be able to request to have the ability to verify restored. This process will take several days.



WHAT'S NEXT? Once we have been able to restore/unlock the account, you will be able to re-enter your bank account information again/re-initiate verification.

- It will take 12 hours after you re-add your account for the verify link to show up.
- Once it does, click verify and confirm the original deposit amount.

