

# Versapay Customer Portal Talk Script

A guide on how to market your Customer Portal to customers

## Key Benefits

- Complete visibility into your account including current and historical invoices/statements.
- Ability to pay using digital payment methods including debit/credit cards and ACH.
- Collaboration tools allowing you to chat with our team and easily share files.

## Customer Portal Talk Script

Versapay is an online, self-service tenant portal where you can view your account, streamline payment processes, raise disputes, and directly communicate with our billing team—without having to pick up the phone or send us an email.

Our Customer Portal allows you to access both current and historical documentation at your convenience. This not only makes it easier for you, but enables you to go paperless, eliminating the confusion associated with mailing documents back-and-forth, which as we know, is not the most reliable and timely method of receiving documents. Speaking of documents, our Customer Portal also allows us to upload and share supporting and backup documentation for streamlined communications.

We know how frustrating it can be to submit payment for an invoice, but then later find out you had available credits you could've used! With our Tenant Portal, you'll be able to not only easily see if you have available credits but apply them to specific invoices or line items whenever you want.

Perhaps our favorite feature of our new Customer Portal that we're excited to introduce is the ability to communicate with each other directly within the portal—kind of like a chat-like experience. For example, if you don't agree with a certain invoice amount, specific line item, or backup document, you can simply leave a comment on the invoice, line item, or document describing your dispute, and we'll respond in the portal, so our communications are tracked.

One question we always receive, especially in terms of submitting payments, is the security of our Customer Portal. Our Customer Portal was built with security as the highest priority and exceeds the most rigorous financial regulations and security frameworks seen within the industry and features PCI-Compliance, SOC 1 Type I Certification, SOC 2 Type II Certification.

If you have any additional questions on the security of our portal, please do not hesitate to reach out! We are happy to address all security questions and/or concerns.