

# Meet PMP Pal, Your New 24/7 Service Assistant!



As part of our ongoing commitment to providing the industry's most innovative services, we are excited to introduce our new AI assistant, PMP Pal!

## **What is PMP Pal?**

PMP Pal is our new two-way text messaging service assistant who can answer questions about your association or your individual homeowner account, 24 hours per day, 7 days per week. PMP Pal will also be used to broadcast association related messages via text, directly to your smartphone. Please be on the lookout for an initial text message from PMP Pal at (888) 506-4665, which will indicate that he's officially standing by ready to assist you.

## **Where can I access PMP Pal?**

You can text message with PMP Pal from any mobile device capable of sending text messages, whether it be an iPhone, Android, or other cellular mobile device.

## **How does PMP Pal work?**

One of PMP Pal's many benefits is its ease of use—simply text PMP Pal your inquiry from your mobile phone. If he is not able to process your request, it will be automatically forwarded to a live member of our team for follow-up.



## **What can PMP Pal do for me?**

PMP Pal can assist with association information, including rules or policies, common area amenity details, your account balance, payment options, and service requests. PMP Pal offers expedited responses to most inquiries 24 hours per day, 7 days a week.

## **What if I don't want to receive texts or chat with PMP Pal?**

PMP Pal is a completely optional service. If you do not wish to receive broadcast text messages from PMP Pal, simply reply STOP at any time and you will no longer receive messages. Please note, if you opt out of the broadcast texts, you will also not have access to the two-way chat feature either.

