



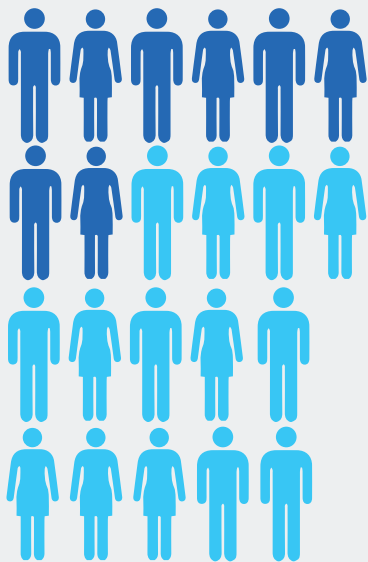
# YEAR END REVIEW 2018

## GAINING GROUND

**+22**  
NEW CUSTOMERS

From Supra

From Other/  
Mechanical  
Lockboxes



**1,120,000+**  
LOCKBOXES IN THE FIELD

**15**

Full  
Upgrades  
Completed

**52**

Contract  
Extensions  
Signed

## GIVING BACK TO HELP OTHERS

SentriLock made the following donations in 2018



THE REALTORS® RELIEF FOUNDATION

**\$50,000**



NAR CORPORATE ALLY FUND

**\$100,000**



SENTRILOCK EMPLOYEE VOLUNTEER TIME OFF

**311 VTO HOURS**



BOYS & GIRLS  
CLUB



SUSAN G.  
KOMEN



HABITAT FOR  
HUMANITY



THE REALTORS®  
RELIEF FOUNDATION

## DEPARTMENT HIGHLIGHTS

### CRM DEPT.

CRM satisfaction averaged 99% for 2018!



Q1

100%

Q2

99%

Q3

99%

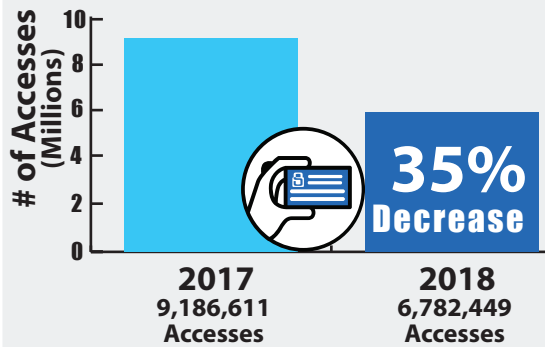
Q4

98%

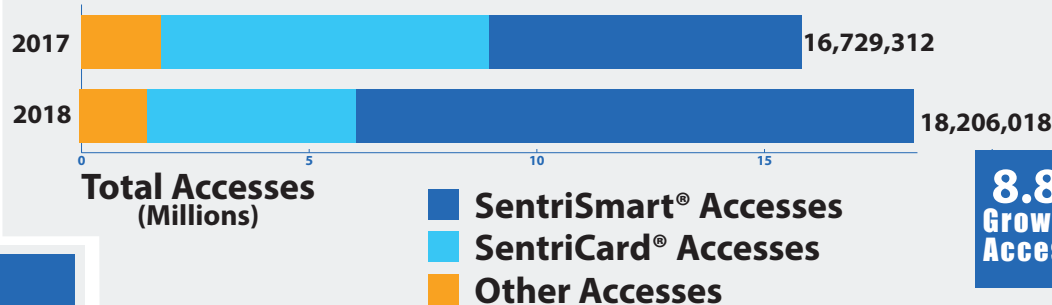
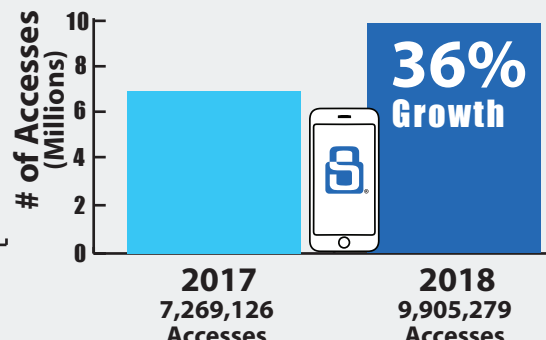
### IT DEPT.

Total Lockbox Accesses

#### SentriCard® Accesses



#### SentriSmart® Accesses



## RELIABLE. RESPONSIVE.



**26 SECONDS**  
Average Speed of Answer



**CUSTOMER SATISFACTION**  
A Support Department Record!

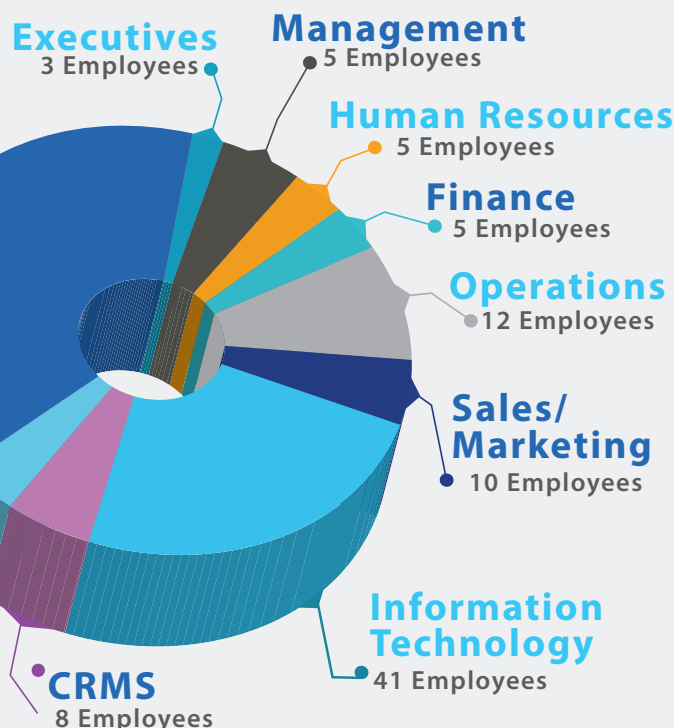


**87%** FIRST CALL  
RESOLUTION



## BUILDING A WINNING TEAM

SentriLock Employee  
Totals by EOY 2018  
161 Total Employees



## HELPING TO KEEP REALTORS® SAFE



**26,151 AGENTS**  
are using our  
Agent Safety Feature.

## PROUD SUPPORTER

We are a proud Supporter  
of The Beverly Carter  
Foundation to promote  
Agent Safety nationwide!

*Beverly Carter*  
FOUNDATION

Thank YOU for your continued trust in us.  
We could not do this without Your Support.

- The SentriLock Team



## SENTRILOCK FUN FACT!

The average tenure of our Sales Team is 10 years.  
Combined tenure is over 70 years!