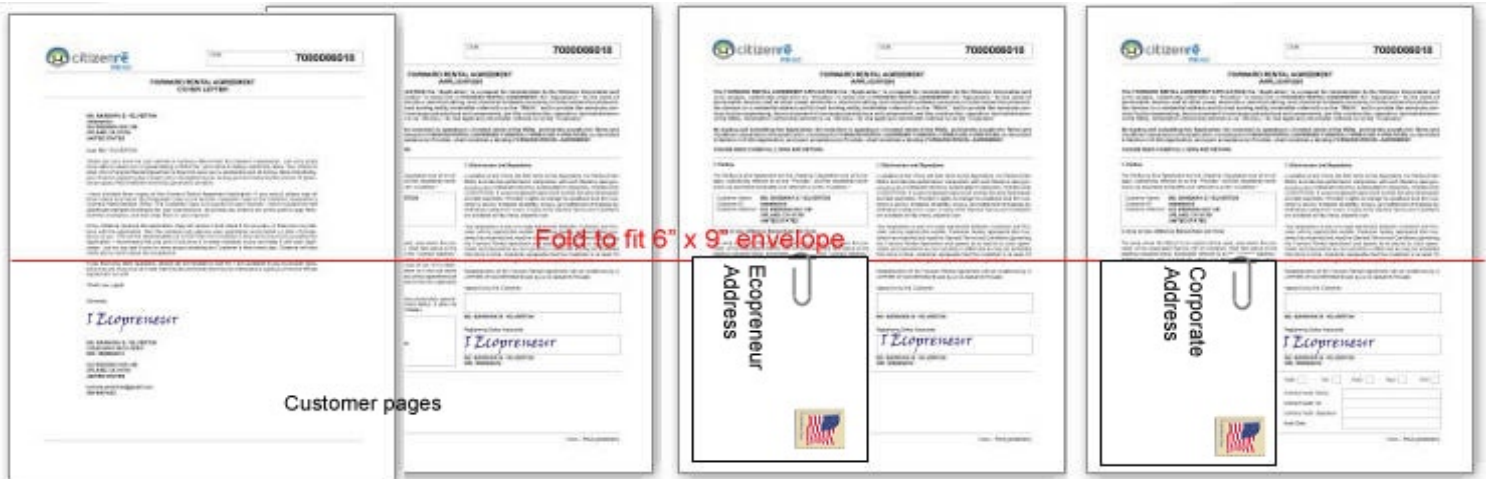


Day 1

1. When you verify the customer, always ask if they have received their **Citizenre email** and tell them how to use it to go to their website backoffice.
 - *If they did not receive their email*, tell them how to go to the login page and request that a new password be sent to them. Remind them to check their spam / junk mail folder, too.
2. Explain where they can find the **FRA General Terms and Conditions (GT&C)**. Use the opportunity to show them around the backoffice and tell them about the **referral option**.
3. While you are talking with the customer, locate and check over the **customer's FRA** by clicking the blue link in the **Houses** section of the Customer's page in your backoffice.
 - *If there is no FRA*, help the customer register the house with their **New House** menu link.
 - *If there is more than one FRA*, print out all of them, and adjust the postage accordingly.
4. Print out all 4 pages of the FRA application, sign all 4 pages (cover letter and 3 copies of the FRA Application) and fold them in half. (*Using smaller envelopes saves postage.*)
5. Prepare 3 envelopes:
 - A 6" x 9" envelope addressed to the **customer**, with 58¢ postage (*or more depending on how many pages you include.*)
 - A #10 envelope addressed to the **corporate office** (*find **address labels** at the bottom of the Communication page*) with 41¢ postage.
 - A #10 envelope addressed to **you** (*find **address labels** at the bottom of the Communication page*) with 41¢ postage.
6. Fold the #10 envelopes and attach them to their corresponding FRA pages with paper clips.
7. Insert one cover letter and the assembled envelopes and FRAs in the 6" x 9" envelope, and glue it closed (*to save postage, do not use the metal clasp.*)



Day 4

1. Wait 2 to 3 business days, then follow up with customer to see if the **Forward Rental Agreement Application** has arrived.
2. Remind the customer to **read the GT&C** (from their website) and ask them to **sign each copy of the FRA application** and **mail the 2 copies** to Corporate and to you in the provided envelopes.
3. Explain that someone from Contract Administration will be calling them to **audit** their account, and that they will ask for a copy of their electric bills. After the Audit, their Letter of Acceptance will appear on their website.
4. While you're talking with them, ask them if they have friends who would be interested in a referral.
5. Recommend that they save their FRA application, the General Terms and Conditions and the Letter of Acceptance together for their records.