



Hi there – welcome to the Updater family!

You may already know that your company has partnered with Updater, which means they're providing you with a personalized [Updater](#) account to help you offer a seamless moving experience to your clients.

Updater is an elegant web application that streamlines the entire moving process for your clients and walks them through all the moving tasks they need to accomplish. Whether it's by seamlessly forwarding mail, shopping for cable and internet, or easily finding a trusted moving company, your clients will save time and headaches with Updater. Even better, Updater is branded for you and your company.

To get started, we've included a few helpful documents that explain how Updater works and how it helps your clients. Be sure to keep an eye on your inbox for an invite email asking you to claim your Updater Pro Account. Once you claim your account, you'll have all the tools you need to provide an excellent client experience! In the meantime, feel free to register for a training webinar [here](#) or directly through the Resource Center located within your account.

We hope you're as excited as we are about helping your clients move! Please don't hesitate to reach out with any questions as you get started – we're here to help.

Best,

The Updater Success Team
success@updater.com

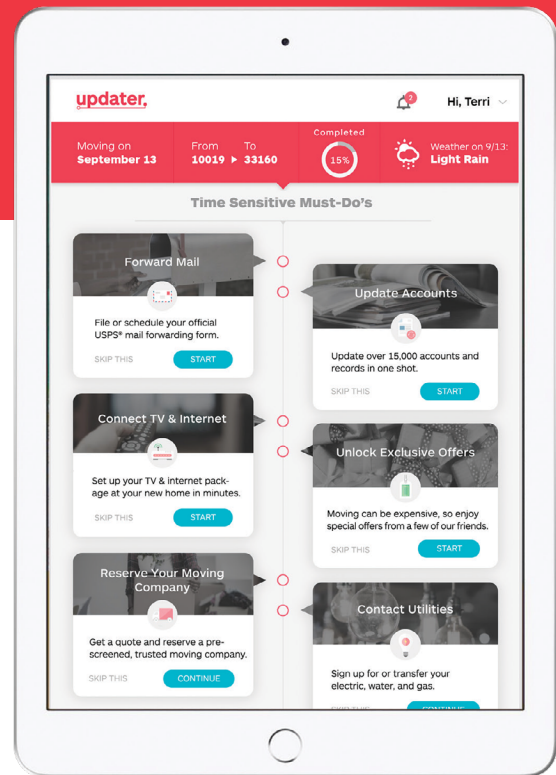
updater.

The Ultimate Moving Tool

Give your clients a stress-free move.

Updater is...

a technology company that builds powerful tools to help people move. Offer all the move-in tools you'd ever dream of giving clients—*within one platform that's branded for you and customized to each client's move.*



A one-stop solution

Updater helps your clients organize and complete all of their moving-related tasks while also providing an **effective platform for you to differentiate yourself** to your clients, right when it matters most.

Updater enables your clients to:



Connect TV and internet



Transfer utilities



Reserve a trusted mover



Update accounts



Forward mail



... and much more!

Stand out from the competition:



vs



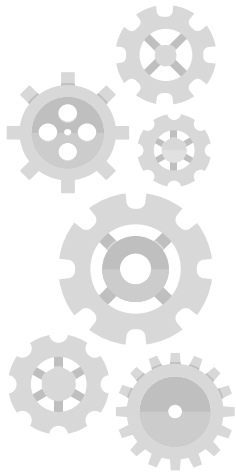
While **74%** of home buyers and sellers wish their real estate professional offered moving assistance, only **16%** of professionals actually lend a hand.

Have questions? Reach out to success@updater.com.

Updater is an invitation platform that is branded for you and your company and personalized for every client.

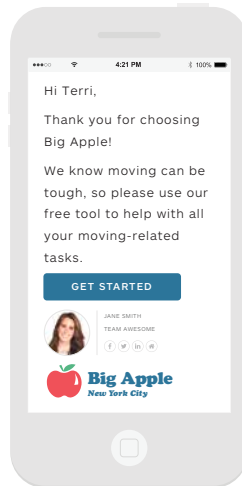
Since your company is integrated with Updater, they will automatically share basic client information with us, so you don't have to lift a finger. As long as your clients' transaction information is entered into your transaction management platform, we'll take care of the rest.

Integrate



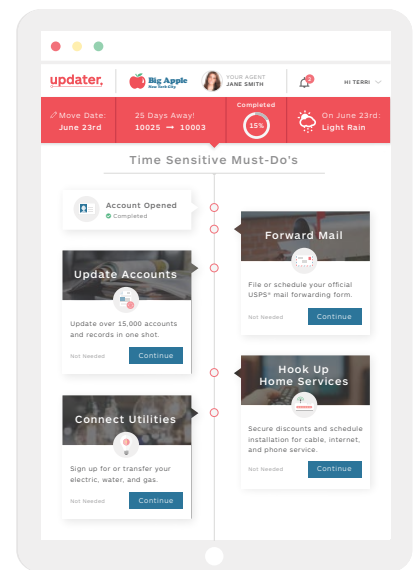
We integrate with your transaction management software to pull client info.

Invite



Invitations are sent after we receive your clients' info — you don't need to do a thing!

Organize your move



Every client has an experience customized to fit their unique move.

What information is required?

In order for your clients to successfully receive their unique Updater invite link, we need the following information:

1. First and last name
2. Email address
3. Estimated move date
4. Address(es) they are moving to and/or from

Is my client's information safe within Updater?

Absolutely! We take your clients' [privacy](#) very seriously, so all of their information is secure within our system. We also never collect highly sensitive information from your clients.

When will clients receive their invites?

Updater invitations should be sent about 3 to 4 weeks prior to your clients' move or close dates, that way they can get a head start on all of their moving tasks.

What if my client is missing an invite?

If your client is not appearing on your Updater dashboard, we may be missing some information. The best solution here is to send a manual invite from your account, but feel free to get in touch with us at success@updater.com if something else went wrong. If your client's invite was not sent, check the status column on your dashboard – it may be scheduled to send out at a later date.

What if I need to make changes or cancel an invite?

No problem! We'll always notify you via email 48 hours before a client is invited, so you're never caught off guard. You can cancel or edit any information directly from that notification. Otherwise, you can log into your account and select "cancel" or "edit" in the action column of your dashboard.

Is there anything else I should do?

Talk to your clients about Updater – it's that simple! Advise them to keep an eye on their inbox for their very own Updater invite. It's the best way to make sure they take full advantage of the concierge service you're offering them.