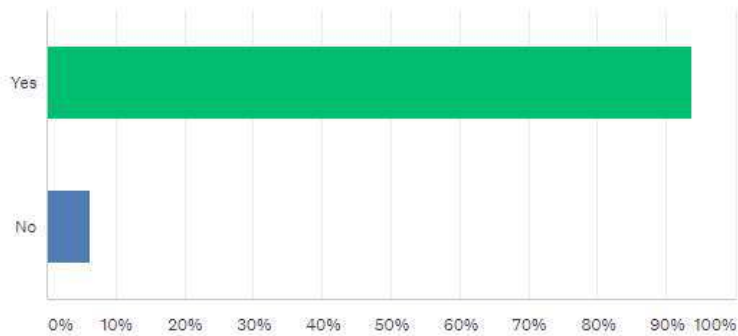


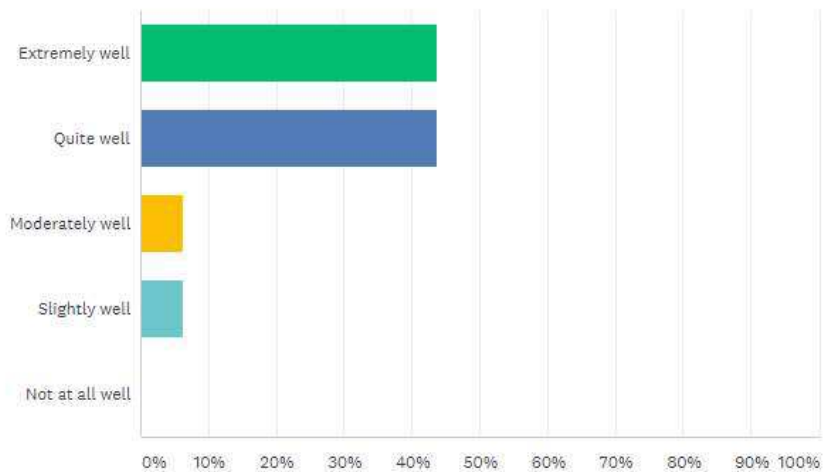


## 2016 Annual Owner Survey Results

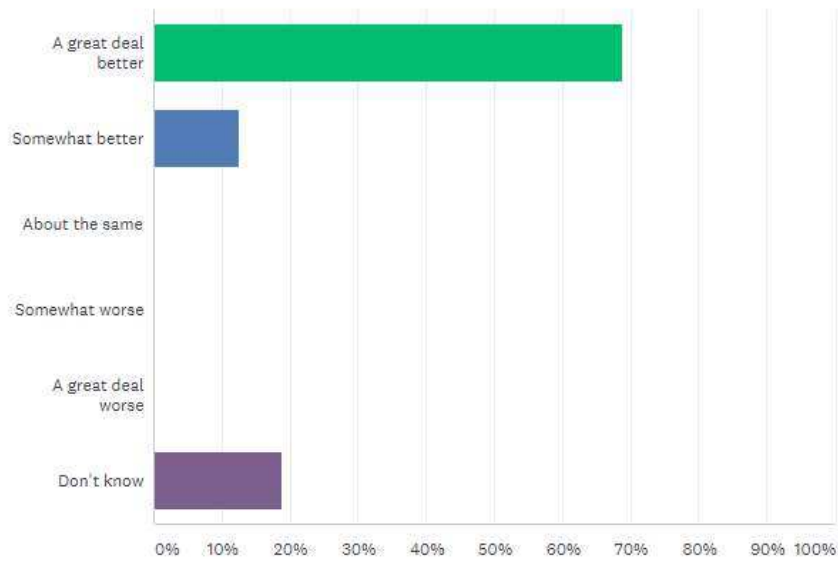
Based on our performance in 2016, are you comfortable referring friends and family to BNPM?



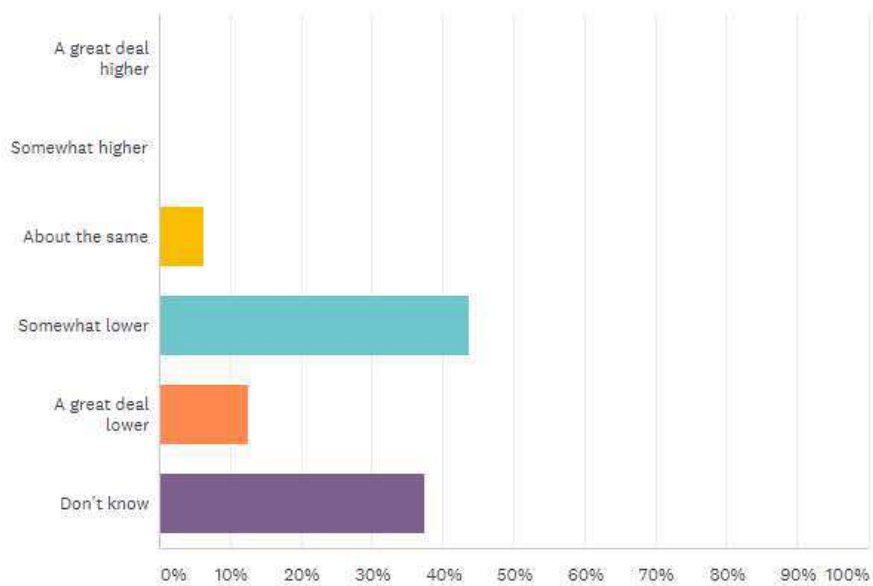
How well do you feel that our company understands your needs as a property owner?



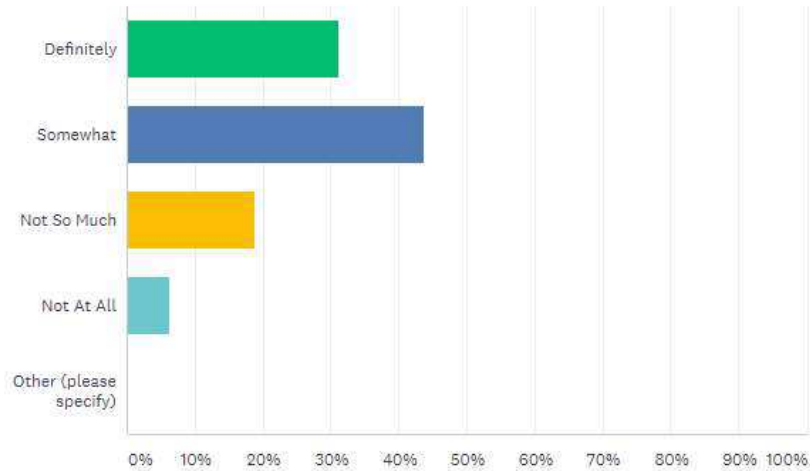
Compared to our competitors, are the quality of our services better, worse, or about the same?



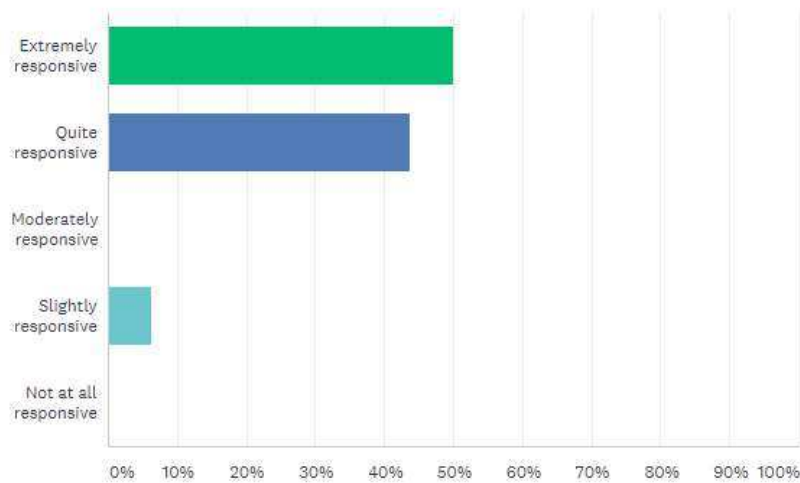
Compared to our competitors, are our prices higher, lower, or about the same?



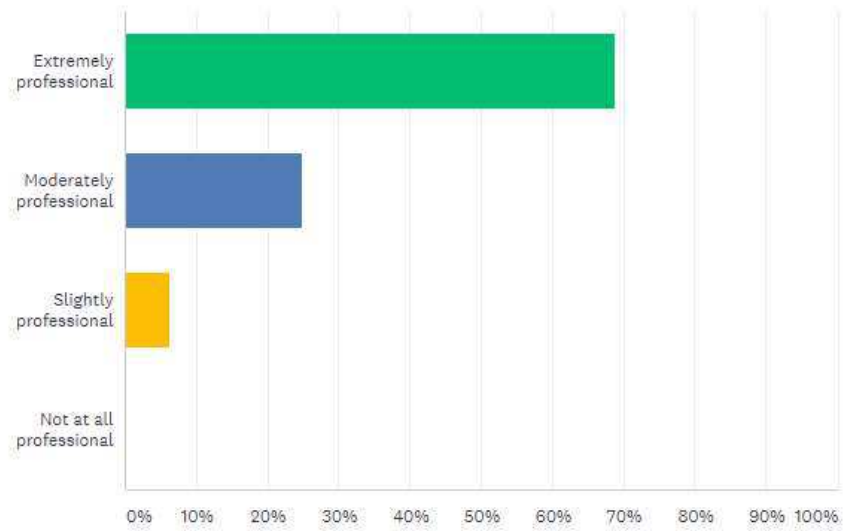
In 2016 we upgraded our accounting system to provide you online access to a more granular reporting of data on your home. Did these improvements impact your decision to continue as a management client this year?



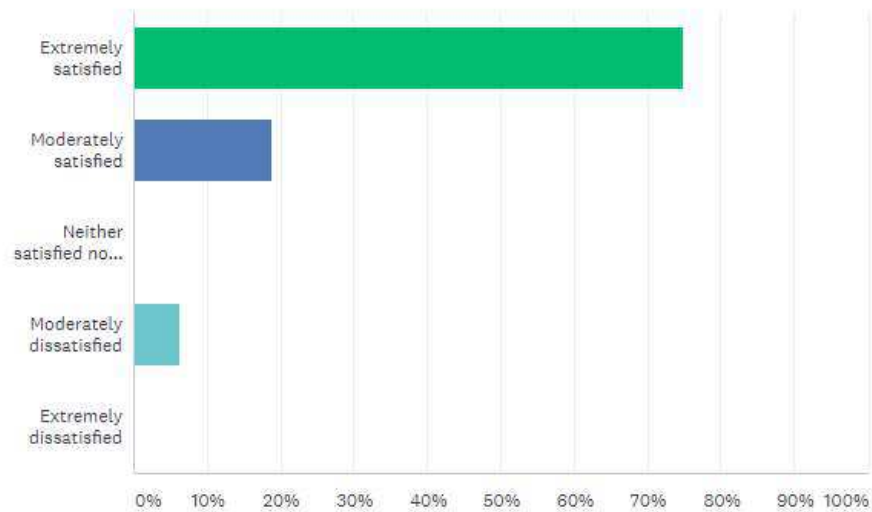
Overall, how responsive have we been to your questions or concerns about your property(s)?



How professional is our company?



Overall, are you satisfied with the employees at our company, neither satisfied nor dissatisfied with them, or dissatisfied with them?



In the event of an error/mistake on our part, how well would you say we do in terms of speed and result in correcting the issue?

