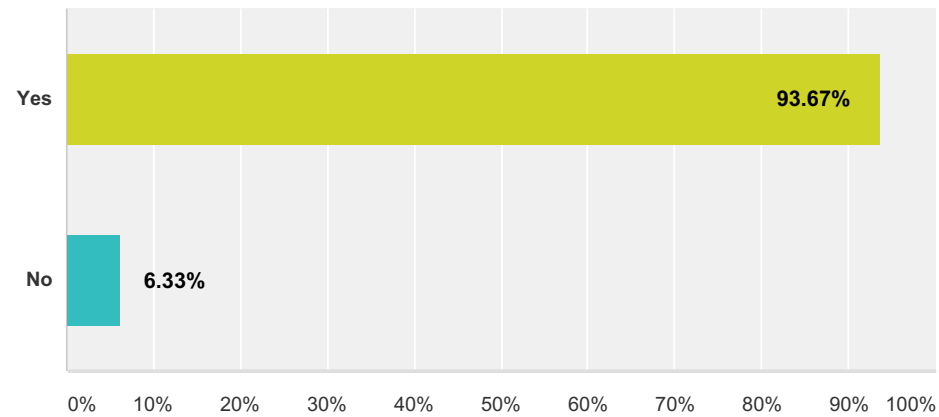




Benefit National
PROPERTY MANAGEMENT

2014 Yearly Owner Survey

Q1 Based on our performance in 2014, are you comfortable referring friends and family to BNPM?

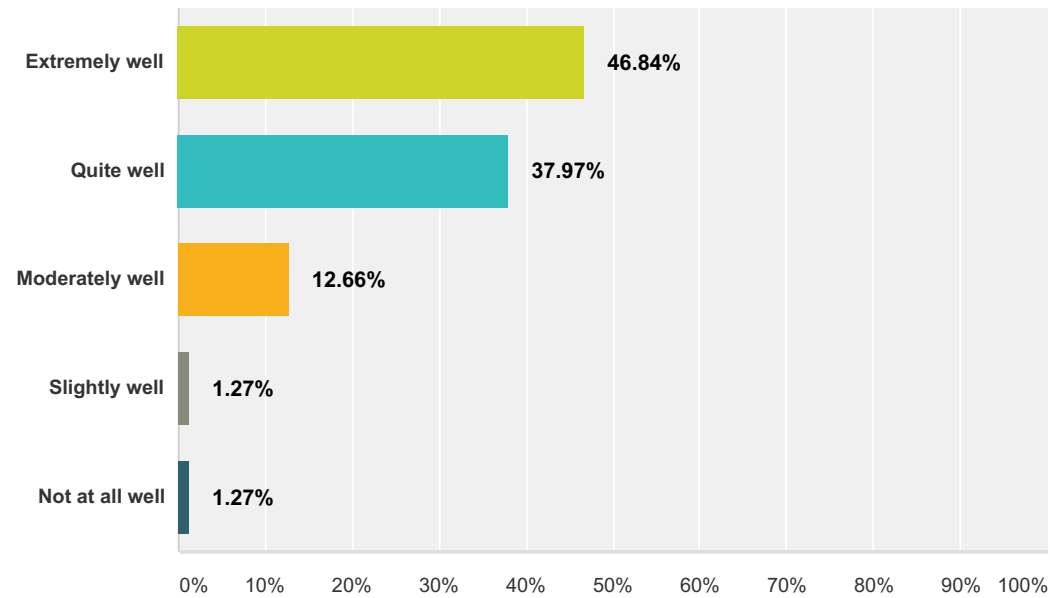




Benefit National
PROPERTY MANAGEMENT

2014 Yearly Owner Survey

Q2 How well do you feel that our company understands your needs as a property owner?

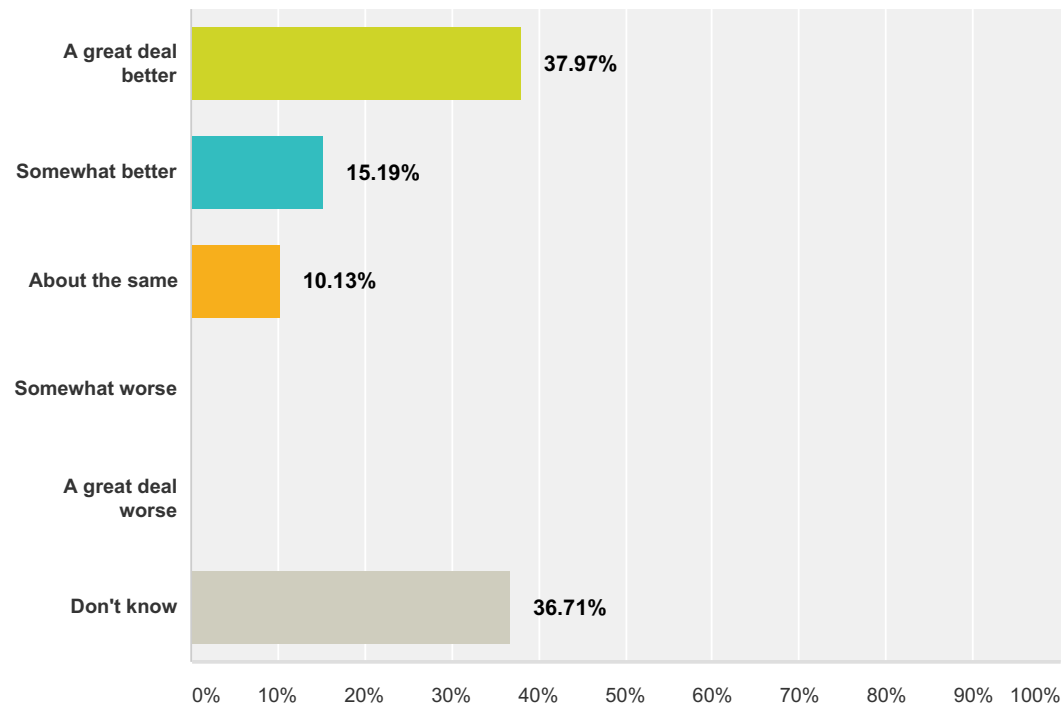




Benefit National
PROPERTY MANAGEMENT

2014 Yearly Owner Survey

Q3 Compared to our competitors, are the quality of our services better, worse, or about the same?

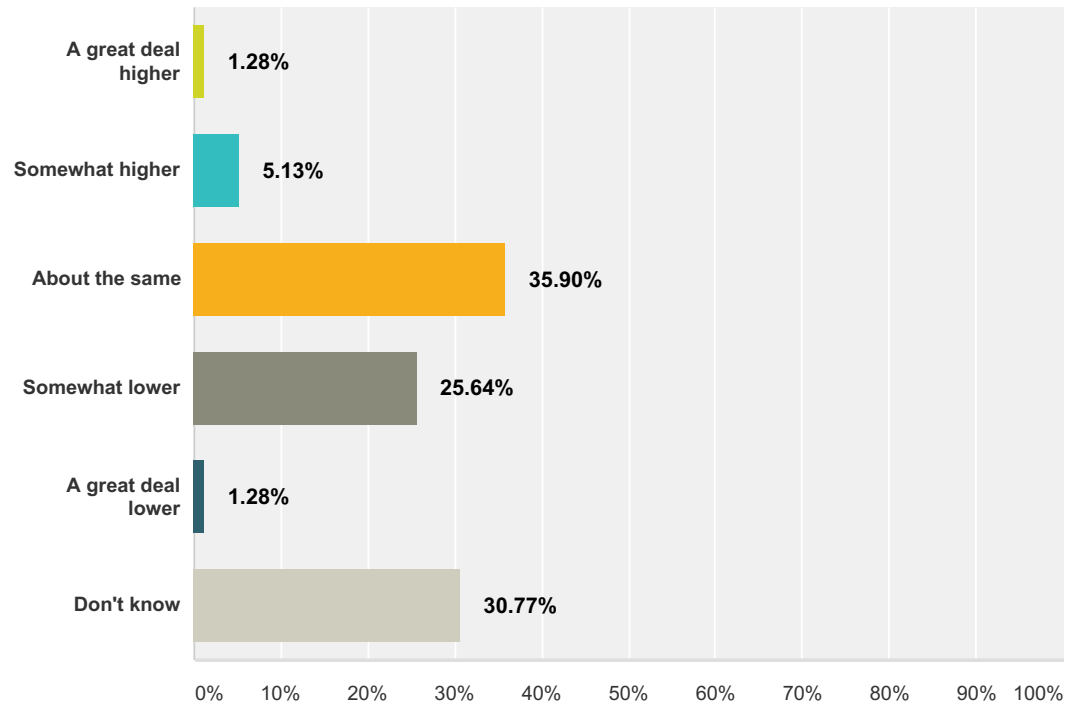




Benefit National
PROPERTY MANAGEMENT

2014 Yearly Owner Survey

Q4 Compared to our competitors, are our prices higher, lower, or about the same?

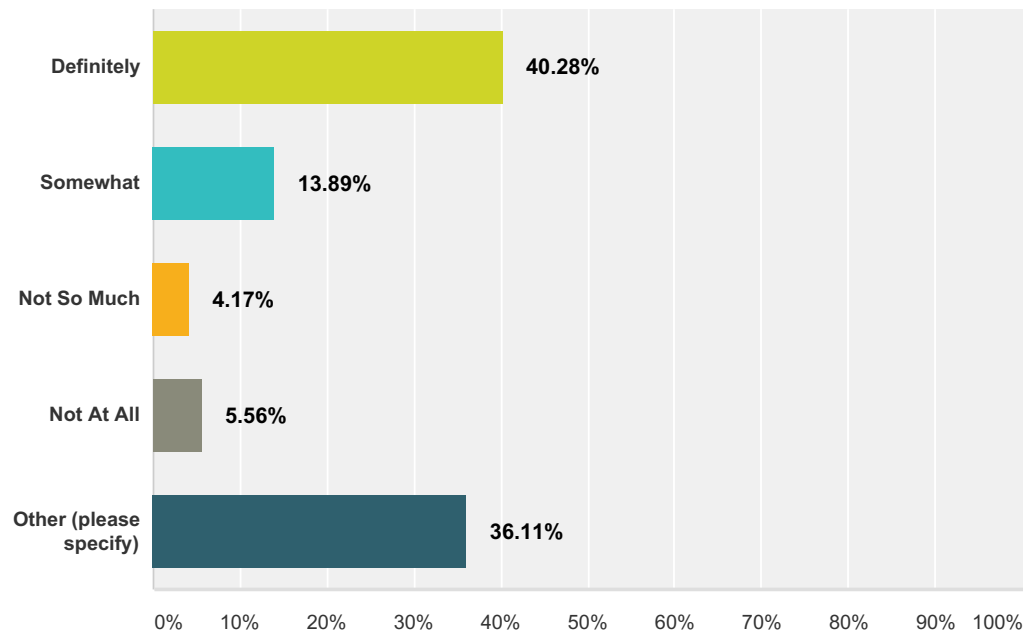




Benefit National
PROPERTY MANAGEMENT

2014 Yearly Owner Survey

Q5 In 2014 we increased our marketing budget to prospective tenants without increasing management fees by creating more efficiently targeted advertising campaigns. If your property was marketed for rent this year, do you feel we were able to minimize any vacancies by obtaining a replacement tenant quicker than previous years

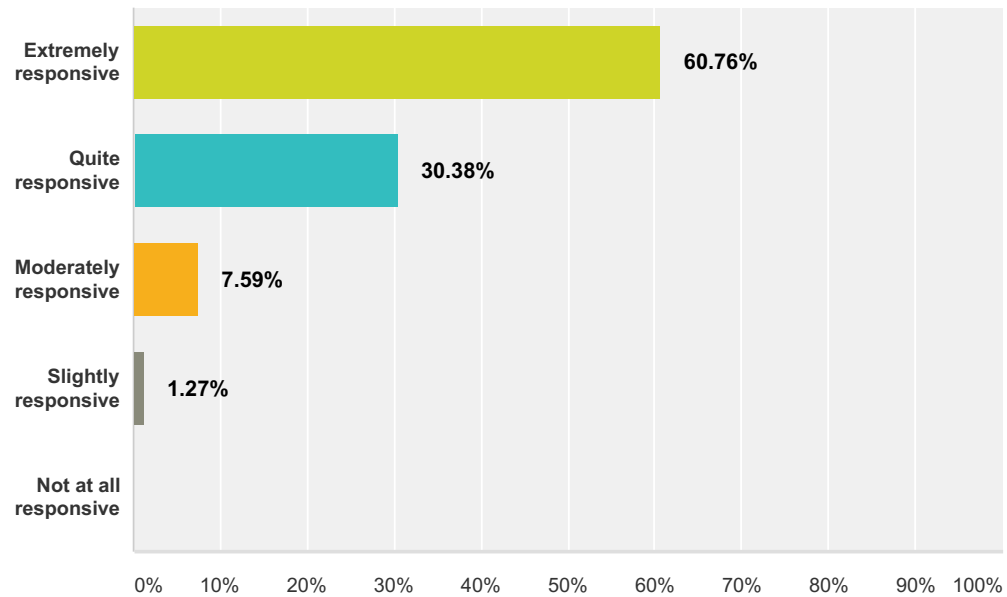




Benefit National
PROPERTY MANAGEMENT

2014 Yearly Owner Survey

Q6 Overall, how responsive have we been to your questions or concerns about your property(s)?

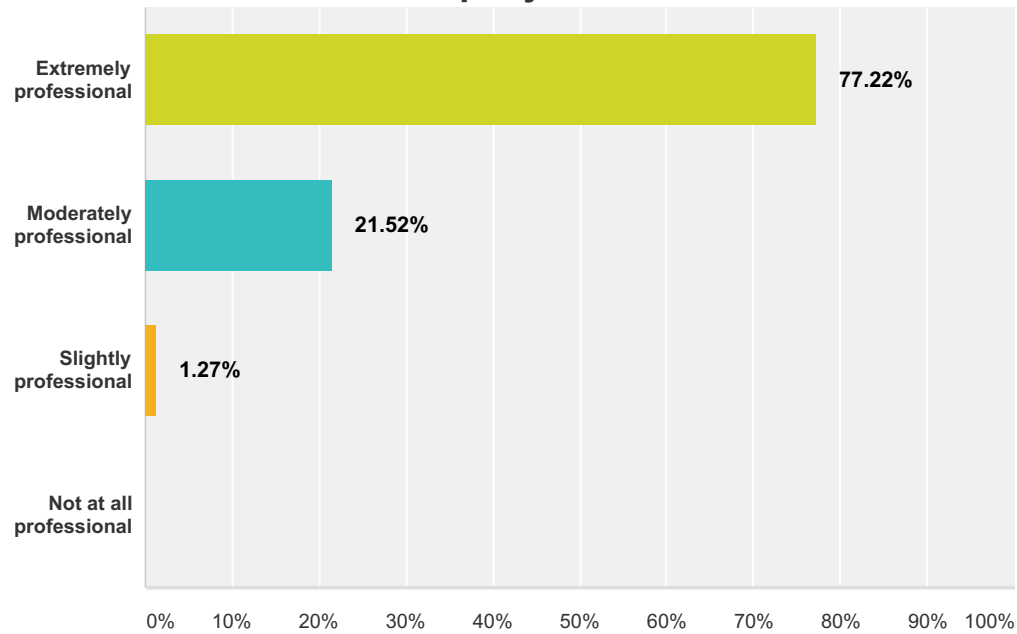




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2014 Yearly Owner Survey

Q7 How professional is our company?

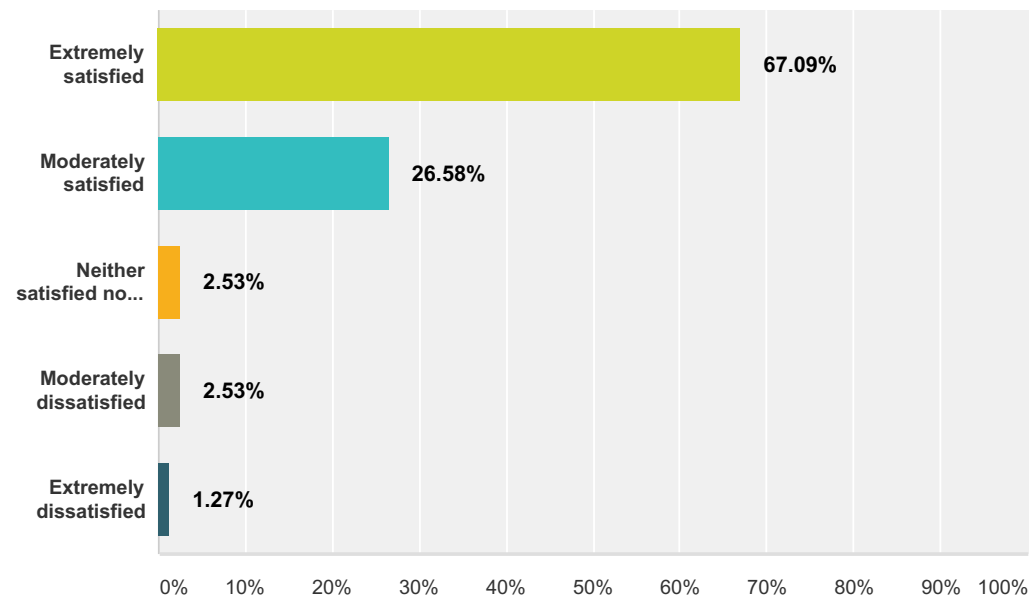




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2014 Yearly Owner Survey

Q8 Overall, are you satisfied with the employees at our company, neither satisfied nor dissatisfied with them, or dissatisfied with them?





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2014 Yearly Owner Survey

Q9 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?

