

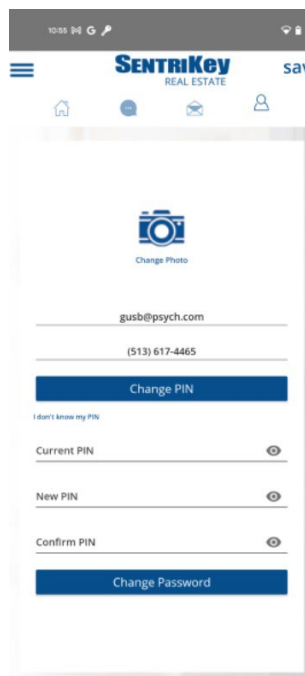
## Dear SentiLock Customer:

Protecting your data is extremely important to us. That's why, effective Tuesday, September 13, we're implementing an extra layer of security to the SentiKey® Real Estate website and SentiKey® Real Estate mobile app by modifying the process for when you need to change your PIN.

You will need to reenable your biometrics. In order to do so, you will need to know your PIN. **You can follow the steps below to reset your PIN.**

### **New Process for PIN changes –**

To change your SentiKey Real Estate® PIN you will need to know your current PIN number.



### **Two ways to change your PIN –**

#### **Changing your PIN via the SentiKey app**

1. In the app at the top-right corner, tap the person icon
2. Once your ID screen has loaded tap the pencil in the upper-right corner
3. Click change PIN
4. Here you will enter your current PIN number, your new PIN number and then confirm the new PIN number

**OR**

### **Changing Your Pin on the SentiKey Website**

1. Click on the image/person icon in top right section of the website
2. Select "My Settings" from the drop-down menu
3. Click "Account Settings" on the left menu
4. Click change PIN
5. Here you will enter your current PIN number, your new PIN number and then confirm the new PIN number

If you do not know your current PIN number, click "I don't know my PIN", you will receive a temporary code via text to use as your current PIN.

*\*If you have set up security questions in 2021, you will see those in your app. No new users will be prompted to set up security questions at this time.*

The user account will be locked if the PIN has received too many failed attempts via web or app. The user may retry entering the PIN at a later time.

If you do not see these changes, you will need to make sure that your app is updated.

If you have any questions regarding the additional security features, call our Customer Support team at 513-618-5800 or email the team at [support@sentrilock.com](mailto:support@sentrilock.com).