

In-App Messaging

Seamless communication with renters

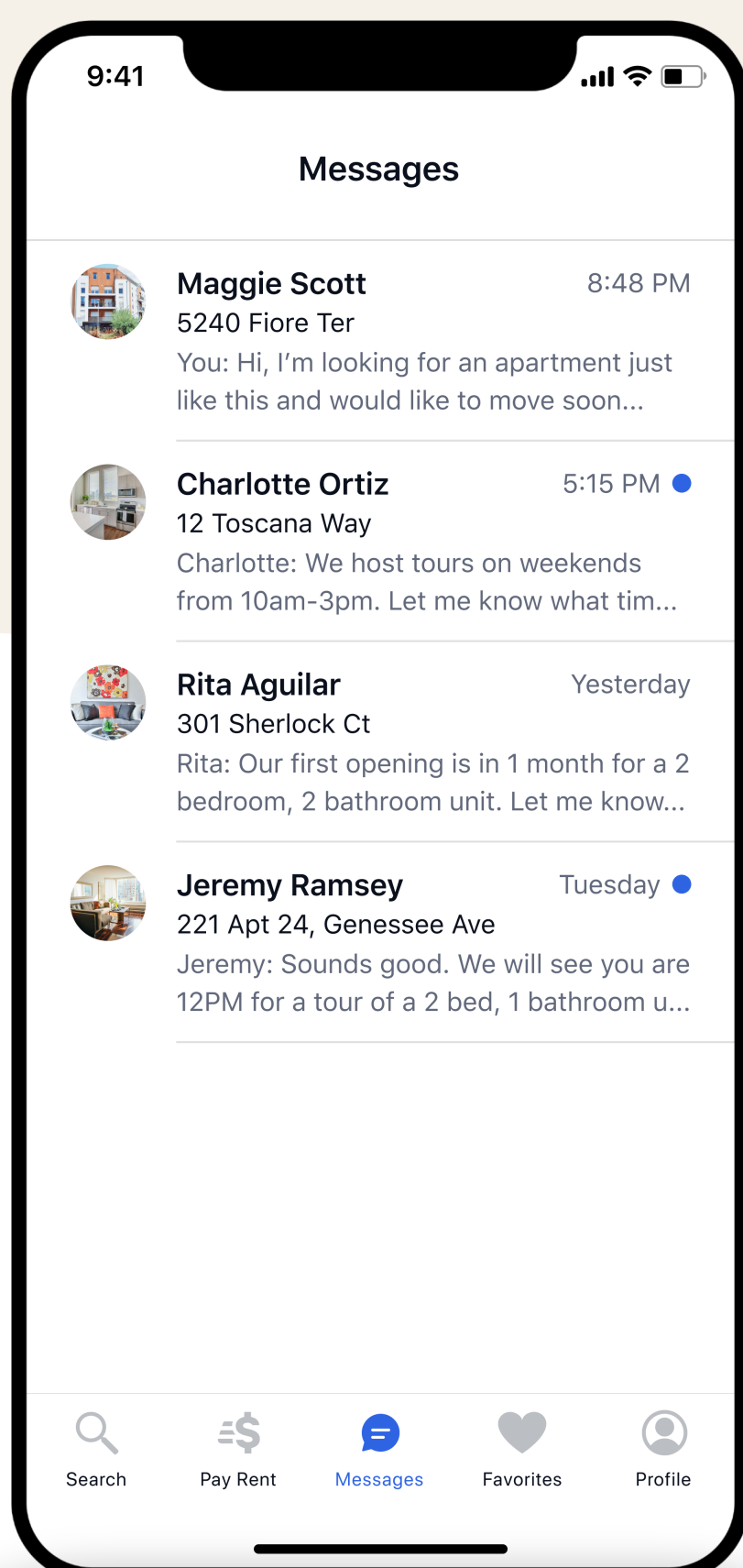
Overview

Zumper's messaging platform was built to solve one of the industry's biggest problems: lack of responsiveness. By introducing the ability to send and receive messages directly from the app, Zumper has shown to improve communication response rates by 30%.

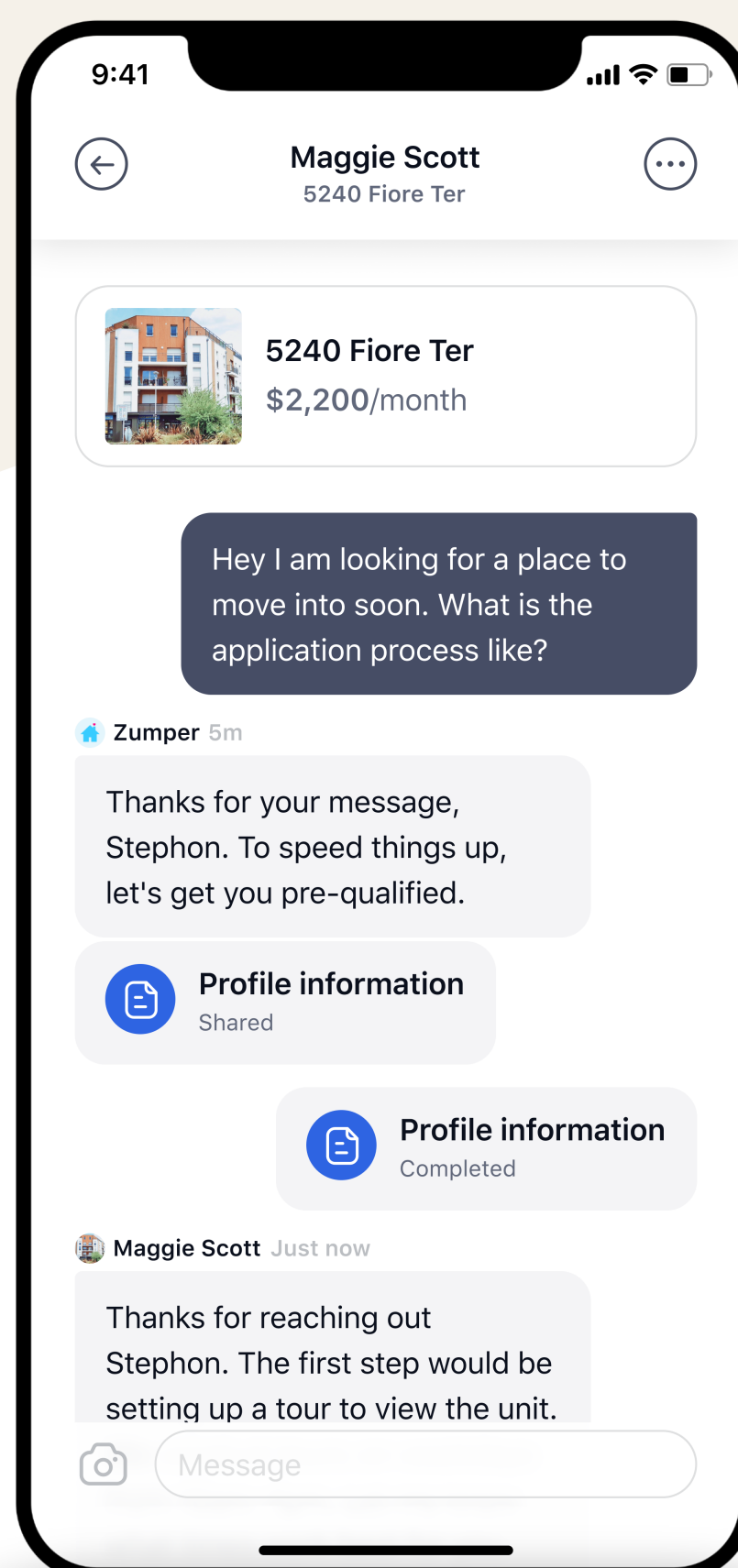
Feature Benefits

- ▶ Familiar chat-like interface
- ▶ Store and share rental documents
- ▶ One place for all rental conversations
- ▶ Automated prompts to capture important information (e.g. credit score)
- ▶ Improved renter privacy and security

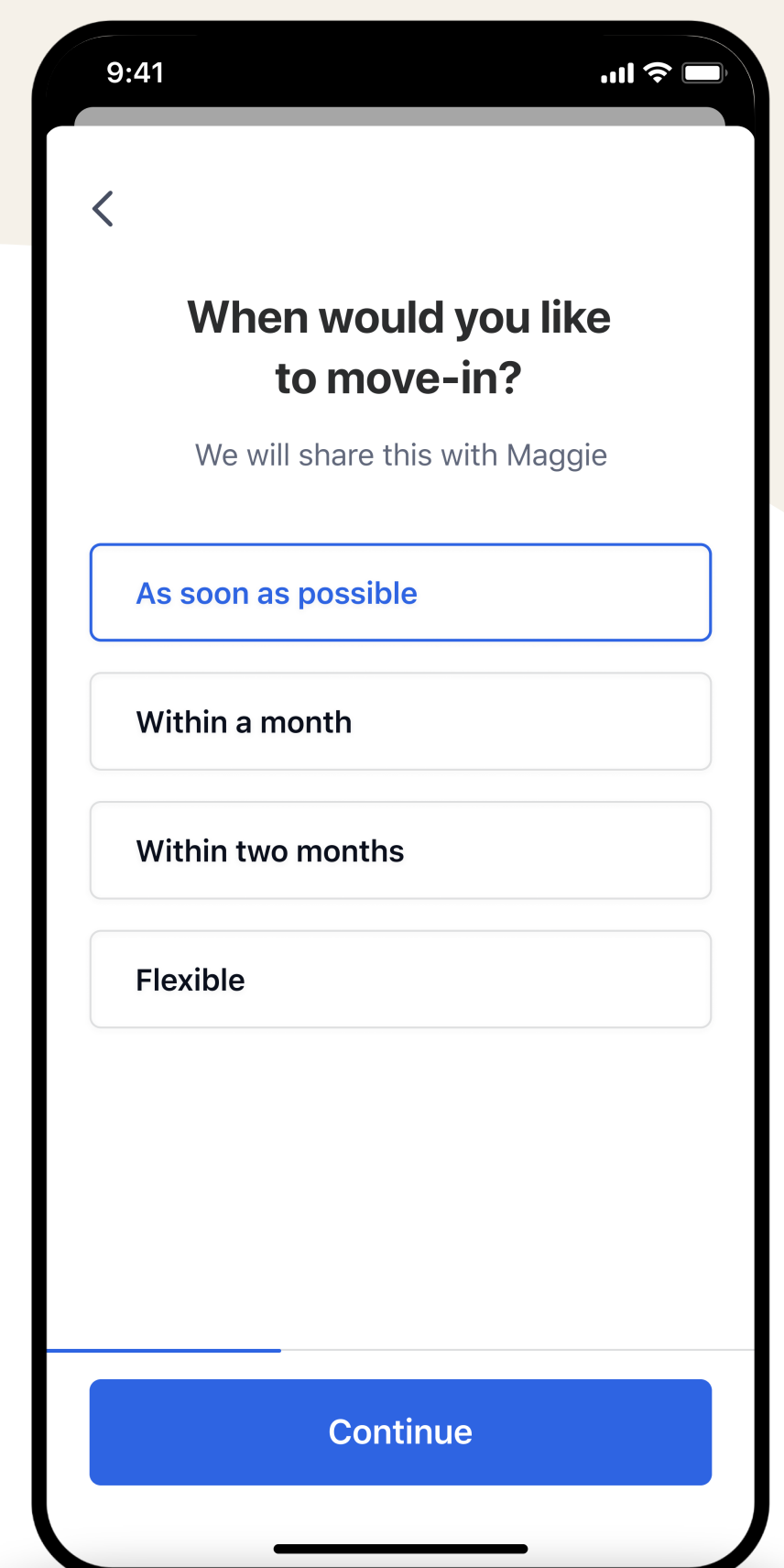
Renter Views



Organized



Secure



Personalized



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FAQ

Do I need to respond any differently to renters?

No, you don't need to change anything. All messages will be sent to the renters through our in-app messaging product.

Is the email address unique to my property?

Yes, this email address is unique to your property listed in the initial message and the renter. Please be sure to not share this email address outside your organization or for other properties.

Will this Zumper email address expire?

No, you can use this email address to correspond with the renter about your property for as long as the rental process lasts.

What is the format of the email that I'll receive from the renter?

The email associated with the lead will be in the following format:
"ron.renter.12345678910@zumperchat.com"

Can I add additional people to be able to reply to the renter?

Yes, any number of email addresses can respond to a renter. Once a new "guest" emails the renter, they'll receive all subsequent messages from the renter too. The renter will be notified when new "guests" join the conversation.

Can I exclude certain email addresses from receiving subsequent messages from the renter?

Yes, please contact listingsupport@zumper.com with any email addresses that shouldn't receive renter messages after their initial message. All no reply email addresses are automatically excluded.

Can I get the renter's original email address?

To ensure a secure and seamless experience, we no longer share the renter's original email address. All email correspondence can be done using the renter's Zumper specific email address.