QUIKSPACE
MACERICH

When Your Business Succeeds

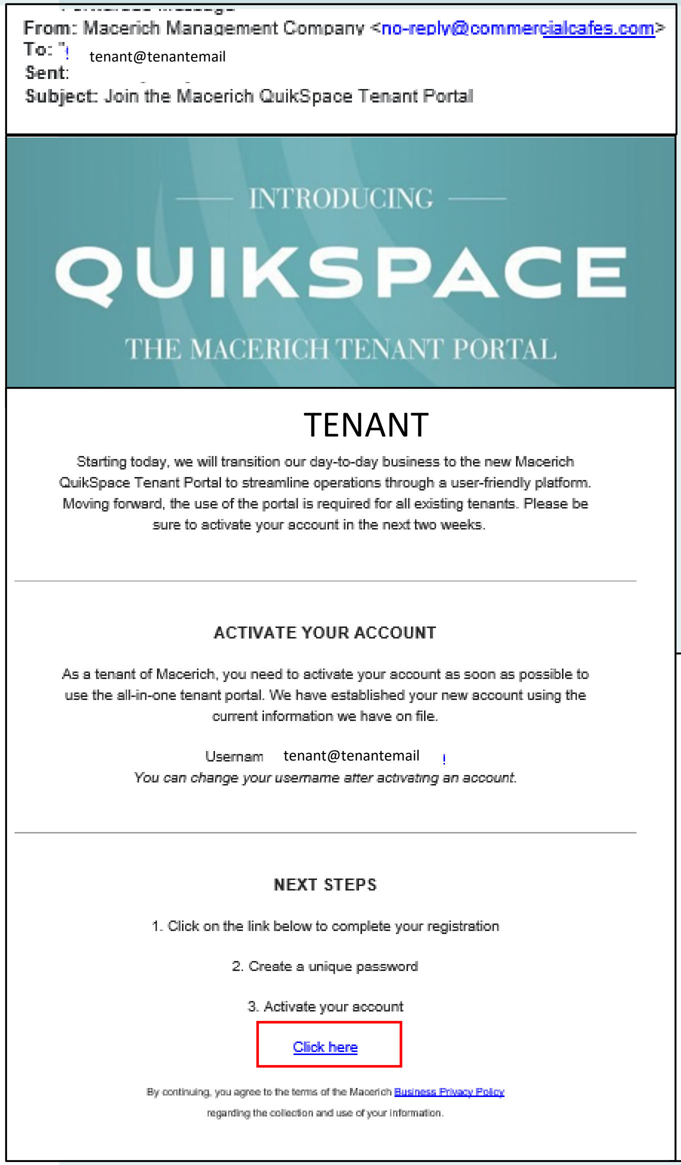
WE ALL SUCCEED

We are pleased to announce that we have developed a new, fully digitized platform where you can input sales, pay rent and find documents for our valued specialty retailers. The QuikSpace Tenant Portal makes it easier and faster for you so you can get back to business, quickly.

Look out for your email invitation shortly

EMAIL INVITATION

- You will receive an invitation to the portal from "**noreply@commercialcafes.com**" upon execution of your license agreement
    - Be sure to add this email address to your email account to ensure it doesn't get lost in your Spam or Trash folder
- Your Portal invitation provides detailed instructions for registering your portal account, as well as features of the Portal itself
- You can only use this unique registration link provided in your invitation email to sign up for the Portal
- Simply click on the "Click Here" link in your email invitation, which opens the Portal registration page, Create a password, and Register. It's as simple as that!
- Once you've registered, be sure to bookmark/save the Tenant Portal login page in your web browser. You can also locate our Tenant Portal login page at www.macerich.com or your property's website, as well as download the CommercialCafe app for iOS or Android


From: Macerich Management Company <no-reply@commercialcafes.com>
To: tenant@tenantemail
Sent:
Subject: Join the Macerich QuikSpace Tenant Portal

TENANT

Starting today, we will transition our day-to-day business to the new Macerich QuikSpace Tenant Portal to streamline operations through a user-friendly platform. Moving forward, the use of the portal is required for all existing tenants. Please be sure to activate your account in the next two weeks.

ACTIVATE YOUR ACCOUNT

As a tenant of Macerich, you need to activate your account as soon as possible to use the all-in-one tenant portal. We have established your new account using the current information we have on file.

Usernam tenant@tenantemail

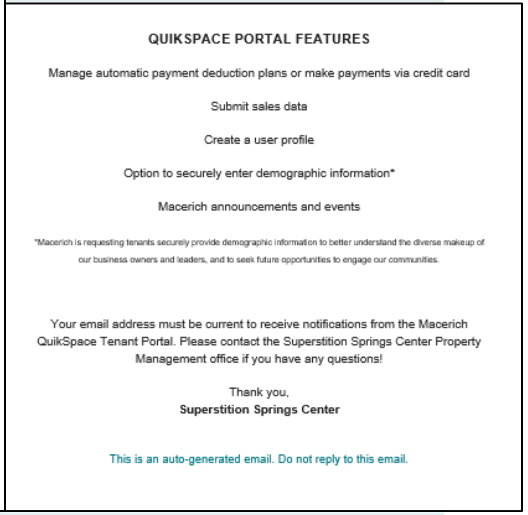
You can change your username after activating an account.

NEXT STEPS

1. Click on the link below to complete your registration
2. Create a unique password
3. Activate your account

Click here

By continuing, you agree to the terms of the Macerich Business Privacy Policy regarding the collection and use of your information.


QUIKSPACE PORTAL FEATURES

Manage automatic payment deduction plans or make payments via credit card

Submit sales data

Create a user profile

Option to securely enter demographic information*

Macerich announcements and events

*Macerich is requesting tenants securely provide demographic information to better understand the diverse makeup of our business owners and leaders, and to seek future opportunities to engage our communities.

Your email address must be current to receive notifications from the Macerich QuikSpace Tenant Portal. Please contact the Superstition Springs Center Property Management office if you have any questions!

Thank you,
Superstition Springs Center

This is an auto-generated email. Do not reply to this email.

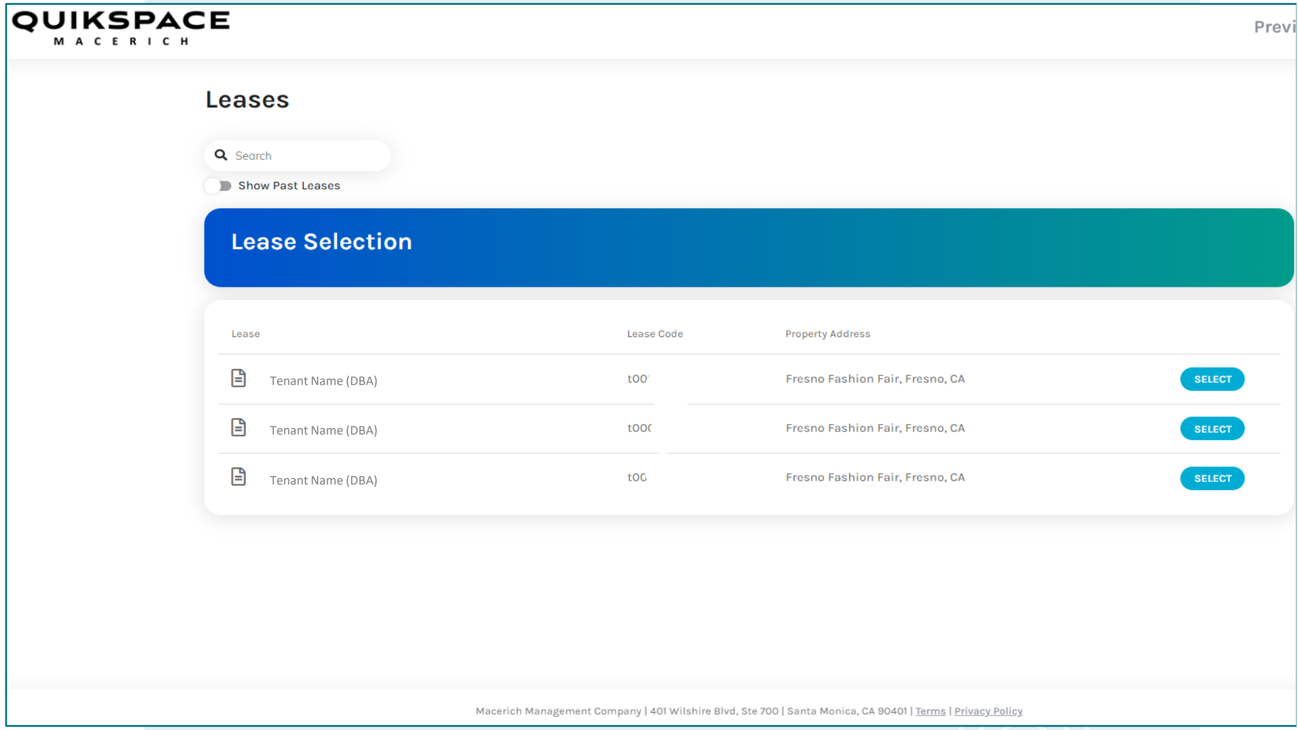
Lease Dashboard: Select Lease

- Once registered and logged in, you can view any of your active agreements with Macerich associated to your Tenant Portal email address

o If you have several license agreements, you must have the same email address tied to each agreement in order to access them all through one Tenant Portal account

  o Please reach out to your leasing agent or property team to confirm or update your contact information if necessary or if you don't see one of your active leases in the Lease Dashboard

- If you only have one license agreement with Macerich, upon logging in to the Portal, you will be automatically taken to the Home page for that license agreement



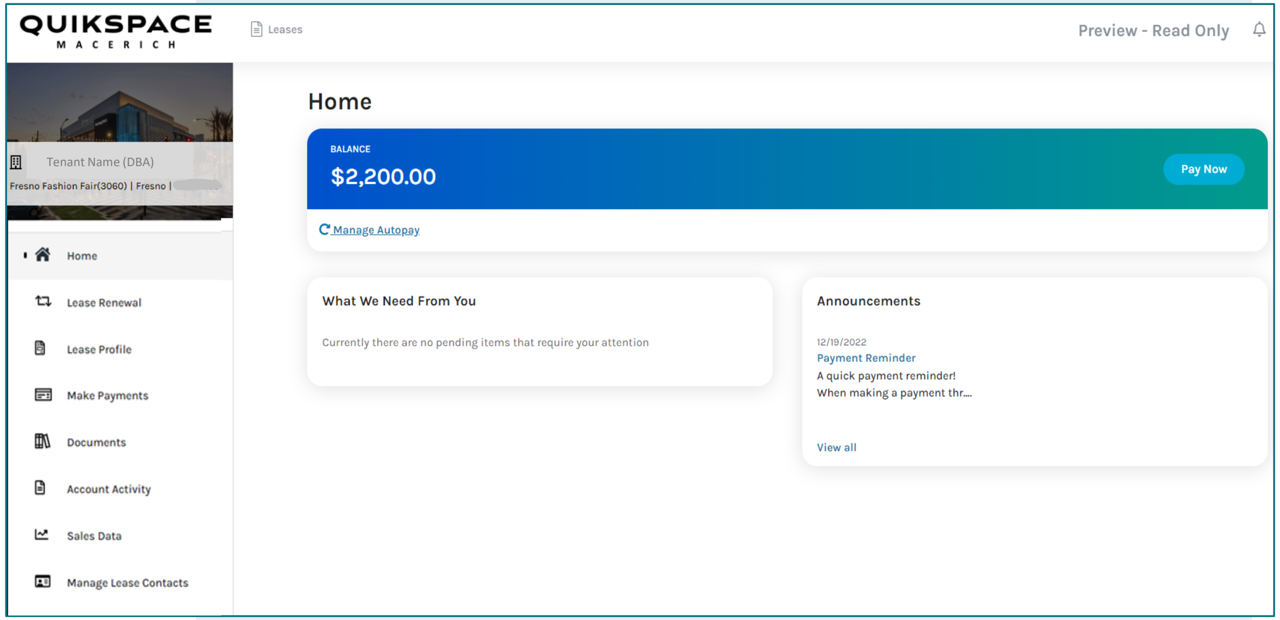
HOME PAGE

Upon logging in (single agreement) or selecting the agreement you'd like to review in the Portal, you are taken to the Home page, which includes:

- Your current **AR Balance**
- **Pay Now** and **Manage Autopay** links for making payments
- **What We Need From You** (items you need to sign or acknowledge)
- **Announcements**

Macerich will post Announcements to the Tenant Portal from time to time, including important lease or property information, upcoming property events, and leasing promotions, so be sure to review them!

Some Announcements will also ask you to Acknowledge that you have read the Announcement

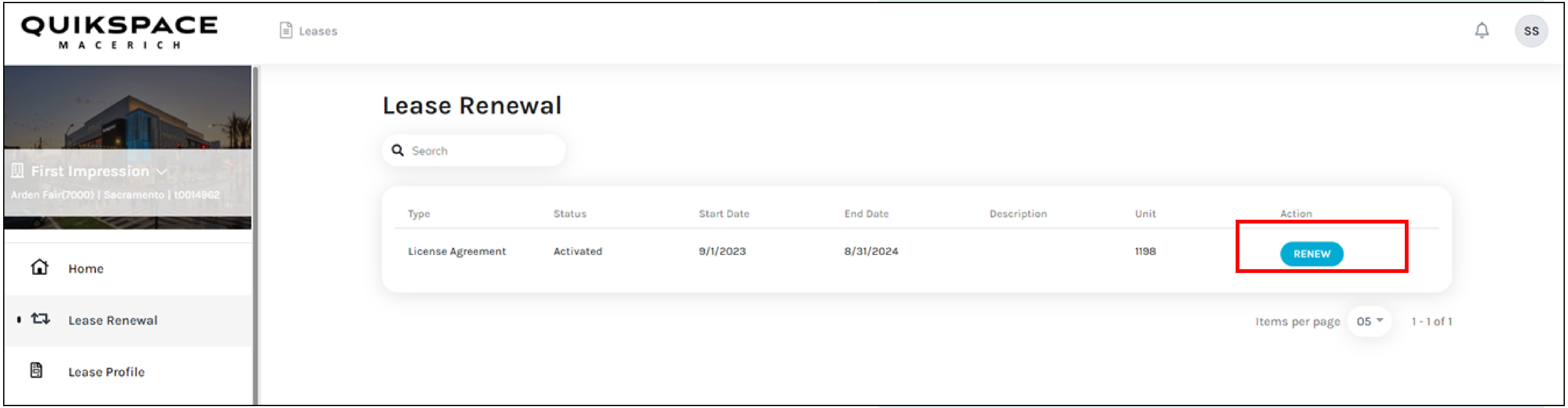


LEASE RENEWAL

We have made it quick and easy for you to request a renewal and secure your spot in our Center!

- The Lease Renewal page will show your current lease(s) that are available for renewal. Dates and Unit are provided for your reference
  - You must start a Renewal Request before your lease expiration date. If your lease expires today or has already expired, please contact your Leasing Manager

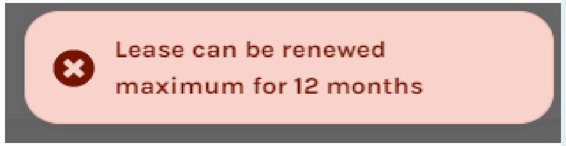
- To request a renewal, select the “Renew” button next to the current lease you wish to renew
  - If you see multiple leases, you probably want to request a Renewal for the lease with the latest expiration date



Once you select “Renew” next to your current lease, a Lease Renewal Request pop-up window will appear with the following fields:

- Start Date
  - This date is filled out for you and cannot be edited since renewals must start the day after current lease ends

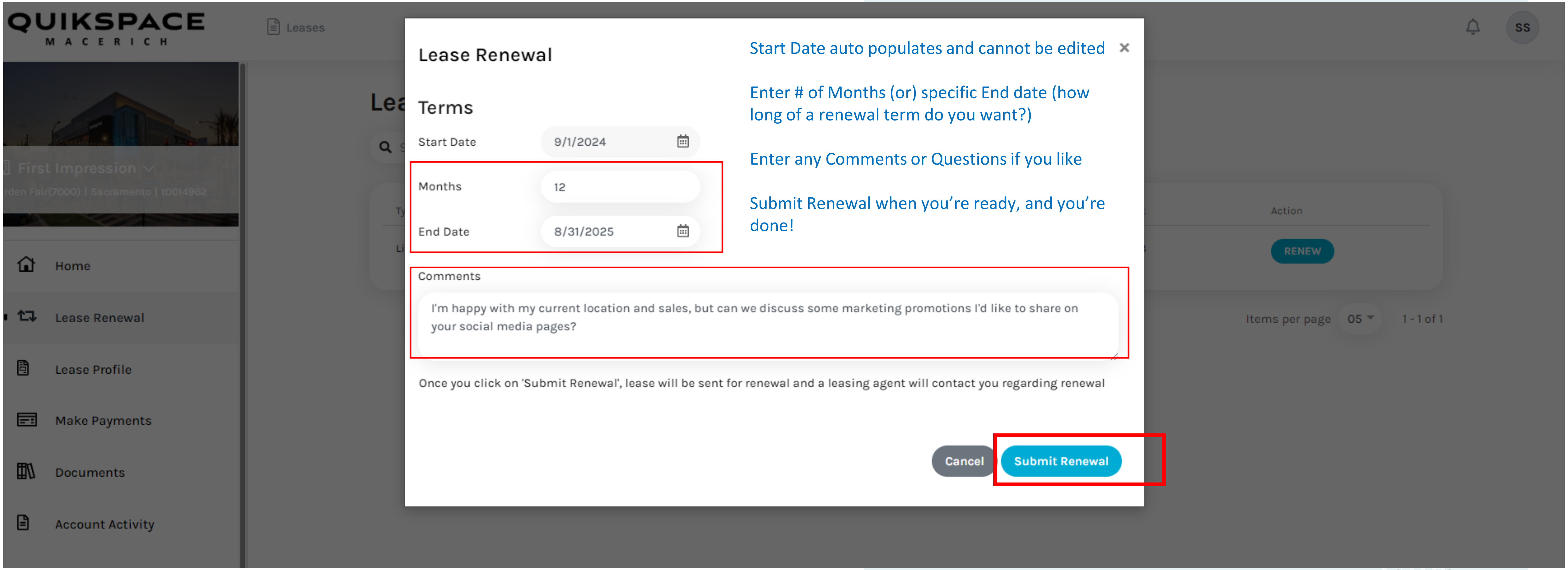
- Enter the # of Months (or) a specific End Date *required field
  - How long of a renewal term would you like to request?
    - Please note, Specialty Leases has a maximum term of 12 months. You will get an error message if you try to request a renewal for a longer term



- Comments *optional field
  - You can enter any questions or comments you have related to this Renewal Request here

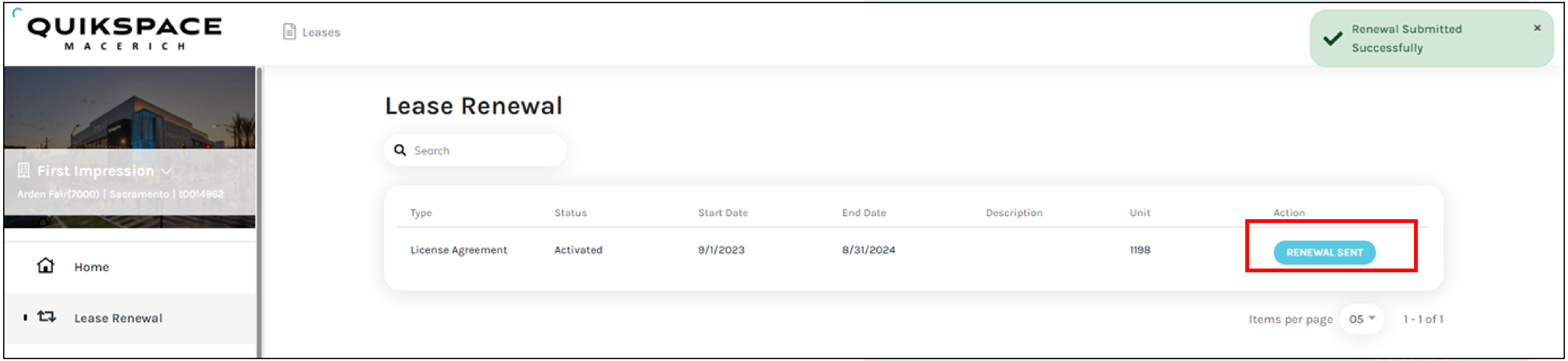
- Cancel
  - If you change your mind before submitting your Renewal Request, no problem! Just click the Cancel button on the bottom right or the X on the top right of the window

- Submit Renewal
  - Once you’re ready, click “Submit Renewal” and you’re done! Your Leasing Manager will receive notification and reach out to you to finalize your renewal terms


QUIKSPACE
MACERICH
Leases
First Impression
rden Fair(7000) | Sacramento | t0014962
Home
Lease Renewal
Lease Profile
Make Payments
Documents
Account Activity
Lease Renewal
Terms
Start Date
9/1/2024
Months
12
End Date
8/31/2025
Comments
I'm happy with my current location and sales, but can we discuss some marketing promotions I'd like to share on your social media pages?
Once you click on 'Submit Renewal', lease will be sent for renewal and a leasing agent will contact you regarding renewal
Cancel
Submit Renewal
Start Date auto populates and cannot be edited
Enter # of Months (or) specific End date (how long of a renewal term do you want?)
Enter any Comments or Questions if you like
Submit Renewal when you're ready, and you're done!
Action
RENEW
Items per page
05
1 - 1 of 1
SS

Once you click “Submit Renewal,” the Renewal Request window closes and you’ll see a green confirmation message at the top stating “Renewal Submitted Successfully”

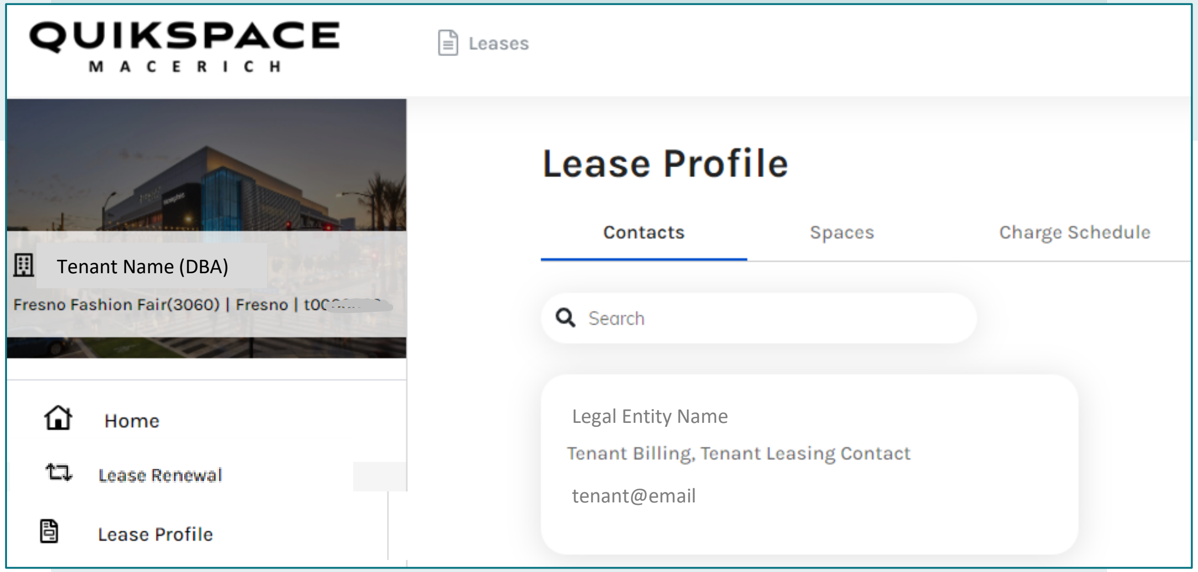
The Lease Renewal page will also reflect “Renewal Sent” so you’ll know that your Renewal Request is being reviewed

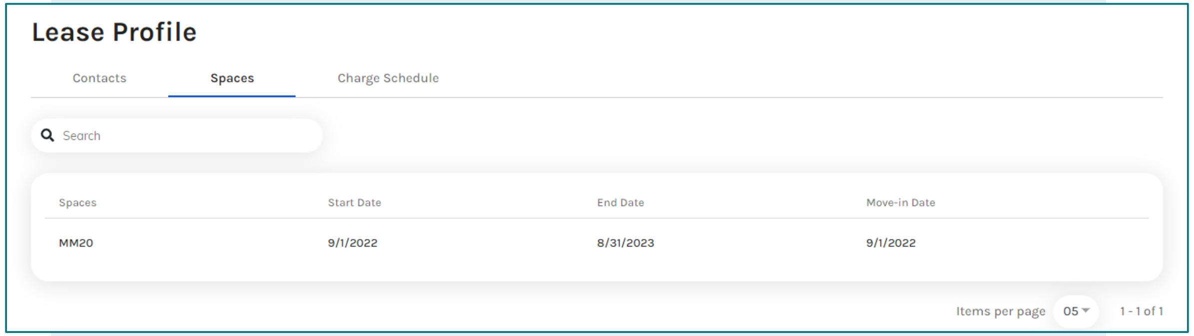


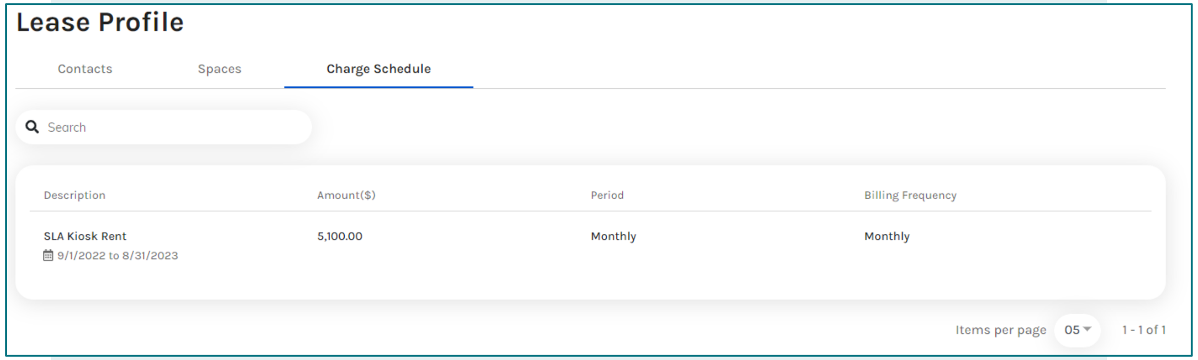
Your Leasing Manager will contact you shortly to review and finalize the terms of your Renewal request, and will then send you a document for signatures

LEASE PROFILE

- **Contacts:** View your Tenant Billing (legal entity) and Tenant Leasing contacts, which can only be viewed, but not edited
  - *Please reach out to your leasing agent or property team if your contact information needs to be updated*
- **Spaces**: View your current space # and occupancy dates
- **Charge Schedule:** View your current and future lease charges
  - *Please note, this Charge Schedule does not reflect Rental Tax if applicable to your agreement, it only reflects base fee amounts. Your Account Activity and any Payments you make will include this tax if required in property's state*







MAKE PAYMENTS

Make Payments tab:

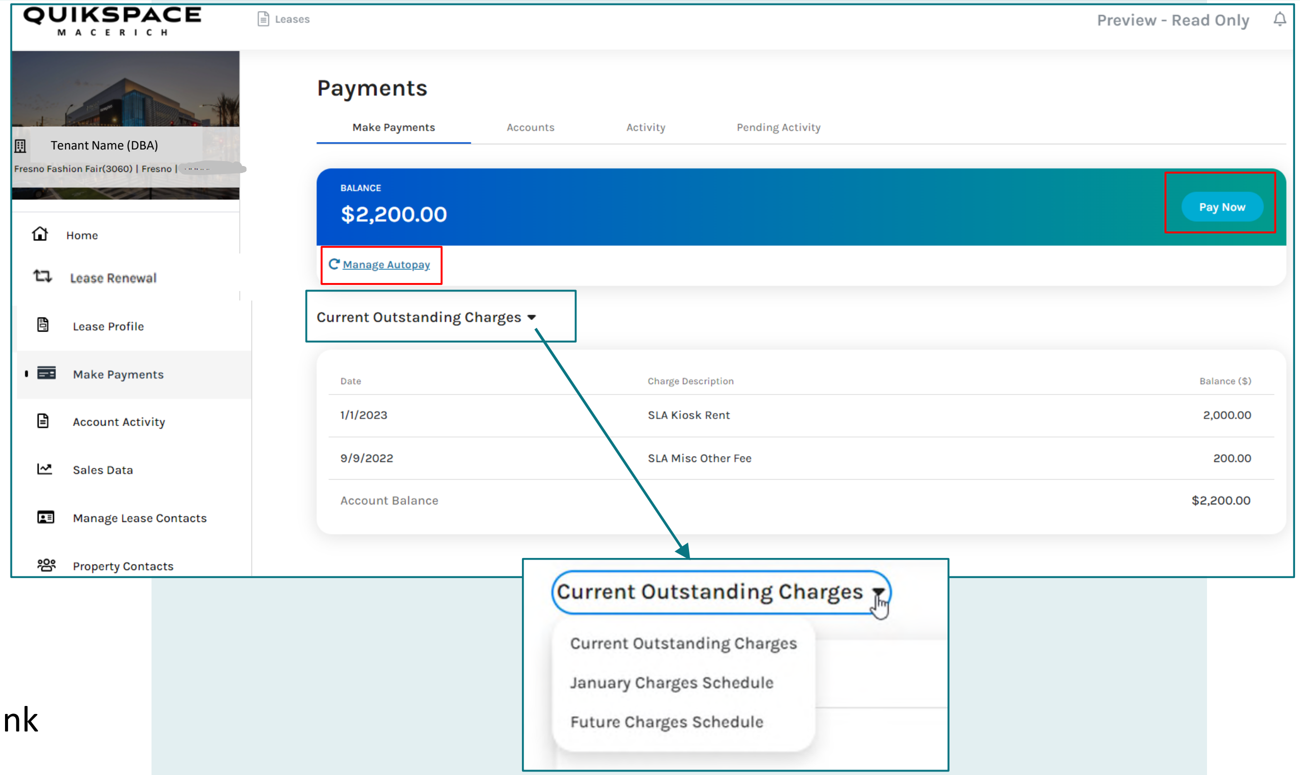
- View your current Balance
- Pay Now or Manage AutoPay
- Review Current/Outstanding or Future Charges

**Please Note: Rental tax is not reflected in Future charges, but will be included in Current/Outstanding charges*

Set up and manage your AutoPay (ACH) or make one-time payments with a bank account, credit card, or debit card!

No more submitting voided checks to your leasing agent to setup ACH! No more mailing checks to the lockbox and waiting weeks for your payment to post!

Instead, use this simple and secure online tool to manage your AutoPay or make individual payments at any time to keep your account up to date



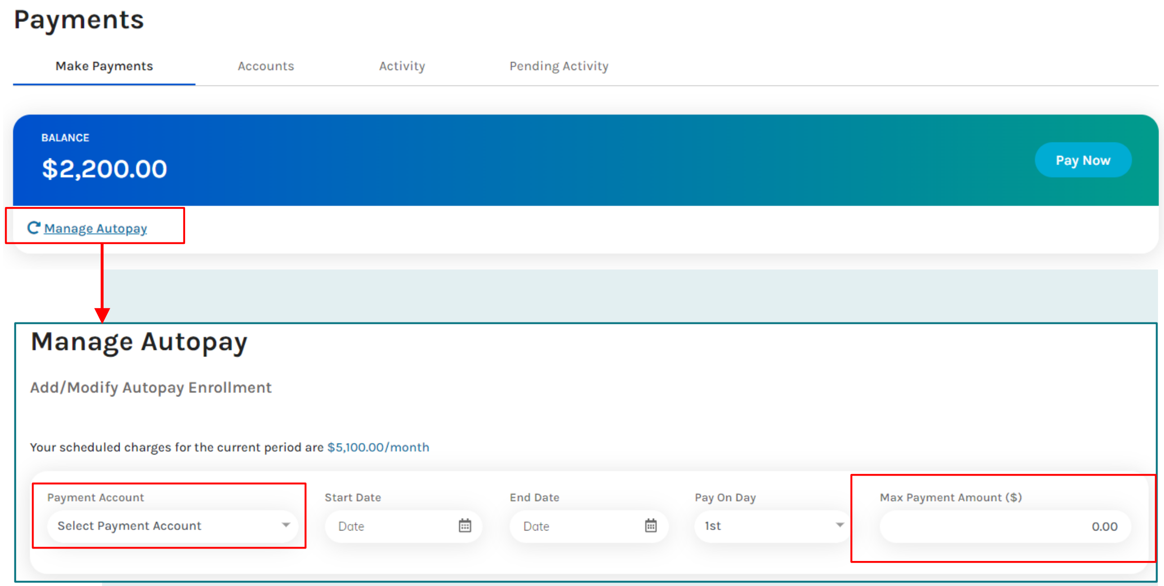
MAKE PAYMENTS

Manage Autopay

From the Home page or Make Payments page, you can click on the "Manage AutoPay" link which takes you to the Manage AutoPay page

Here, you can enroll in AutoPay or modify your existing AutoPay plan

- Payment Account: Select payment account
    - You must add at least one Payment Account through the Make Payments page / Accounts tab <u>before</u> enrolling in AutoPay
- Start/End Dates: when do you want your AutoPay plan to begin and terminate? This should match your current Lease Commencement and Expiration Dates
- Pay on Day: Macerich requires payments to be drafted on the 1^{st} of each month
- Max Payment Amount: You can enter a max amount for Macerich to draft each month
    - If your agreement includes Last Month's Rent or other Additional Fees (such as an Administrative or Visual Merchandising Fee), please include them in your Max Amount to ensure Macerich can draft your full payment due



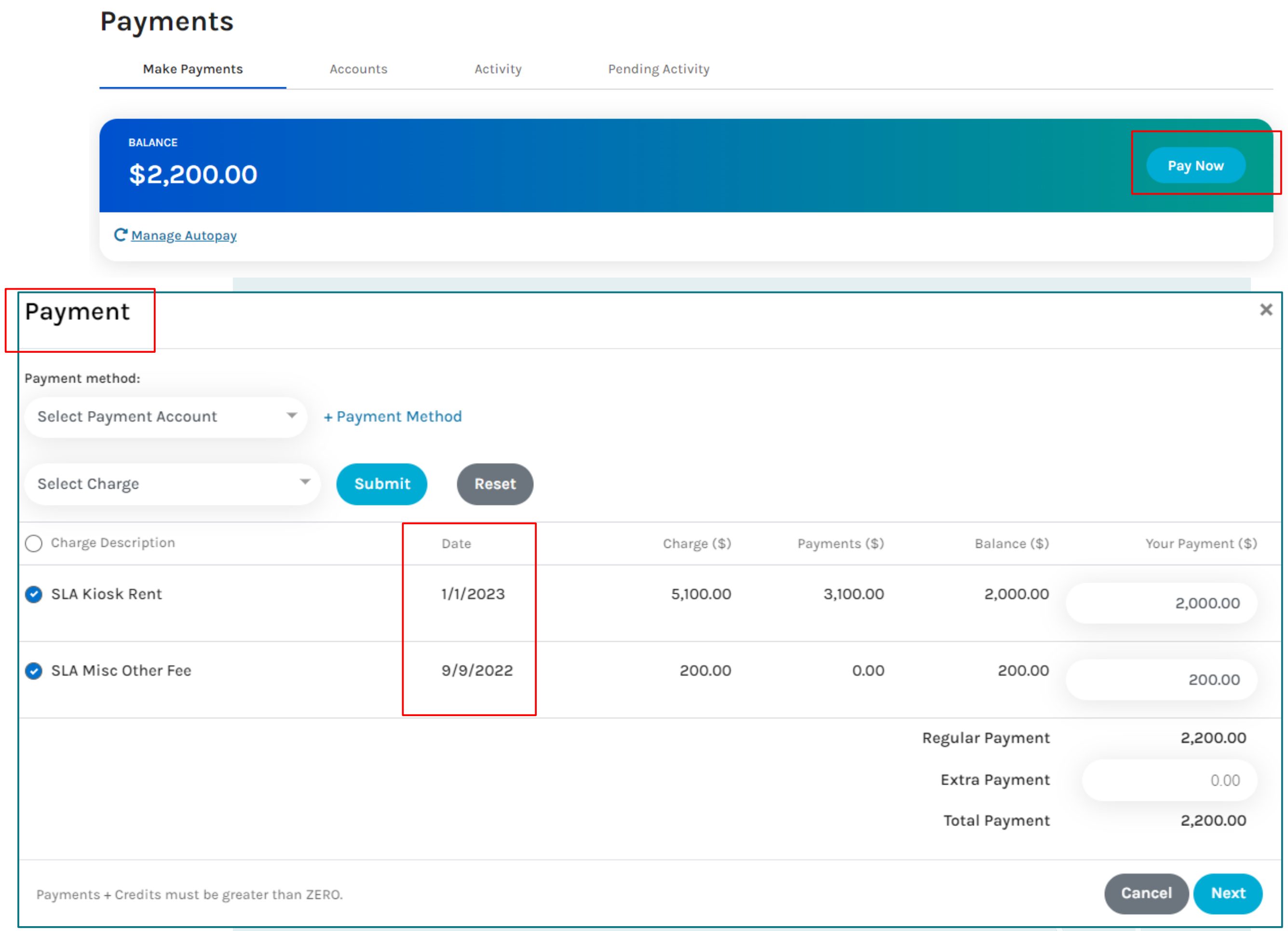
MAKE PAYMENTS

Pay Now

From the Home page or Make Payments pages, you can click on the "Pay Now" button to make a payment quickly!

- Select Payment Account or + Payment Method
    - You can add new Payment Methods here or in the Make Payments page / Accounts tab
- Use the Charges filter to look for specific Charges or simply scroll through the Charges listed below
- Select specific Charges to pay, and their balances will auto populate in the "Your Payment" field of each Charge
- Click "Next"

Note: Be sure you select the appropriate Charges! Future charges may appear here, so look at the Charge Date to make sure you're paying your current or past due balances before any future charges



MAKE PAYMENTS

Pay Now completion

Review your Payment Info

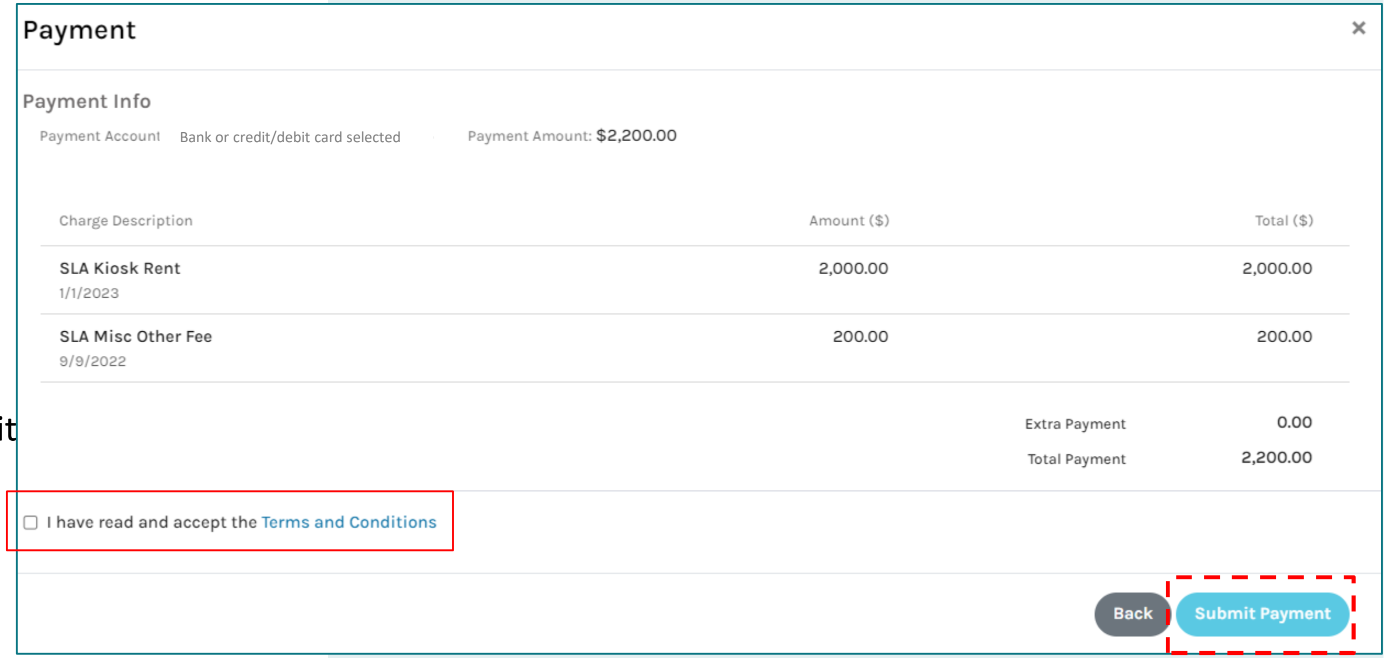
- Make sure the info is accurate, including the Payment Account, Total Payment Amount, and specific Charges you want to pay

You can click “Back” to modify the current payment before you submit the payment

You must Accept the Terms and Conditions and click “Submit Payment” to make your payment

Once submitted, your payment will appear under Pending Activity, accessible from the Make Payments or Account Activity pages

Once processed, your payment will move to the Activity ledger, accessible from the Make Payments or Account Activity pages



MAKE PAYMENTS

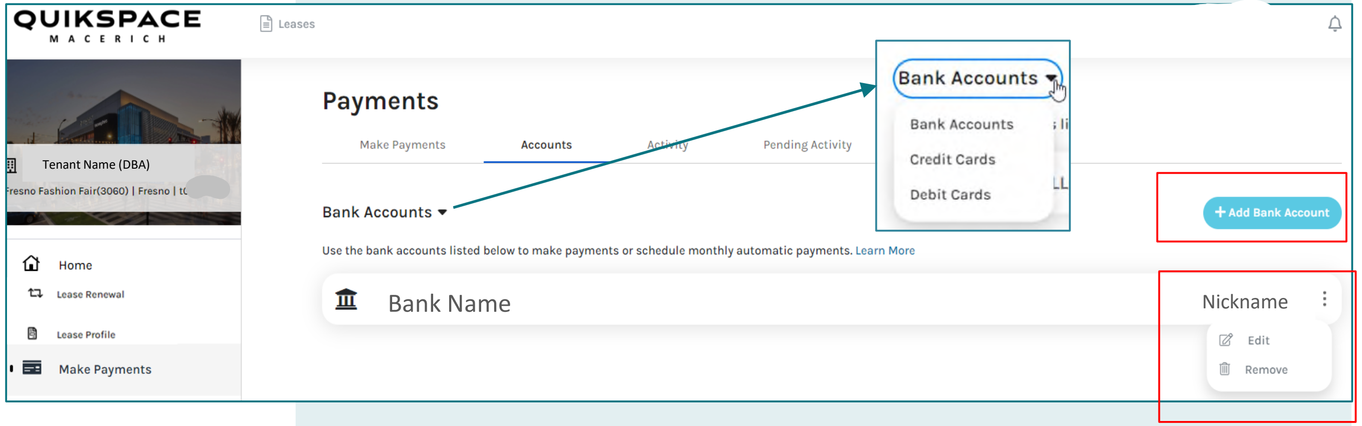
Accounts

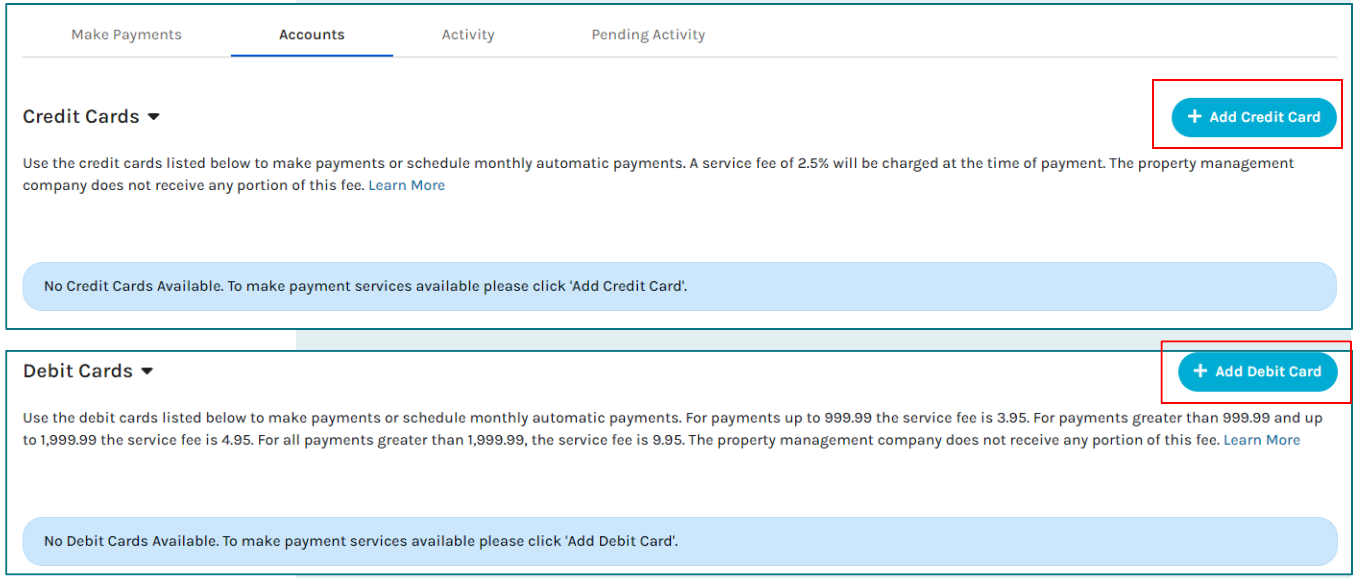
View, add, remove, and modify your Payment Accounts, including:

- Bank Accounts, Credit Cards, and Debit Cards

+Add Account to add a new bank account, credit card, or debit card

Click the Account Nickname menu to Edit or Remove an existing Payment Account





<u>Service Fees:</u>

- There are no Tenant service fees for using a bank account
- Credit card service fee of 2.5% charged upon each payment
- Debit card service fee of $3.95 - $4.95 charged upon each payment
- *Click on "learn more" under either account type for more details*

MAKE PAYMENTS & ACCOUNT ACTIVITY

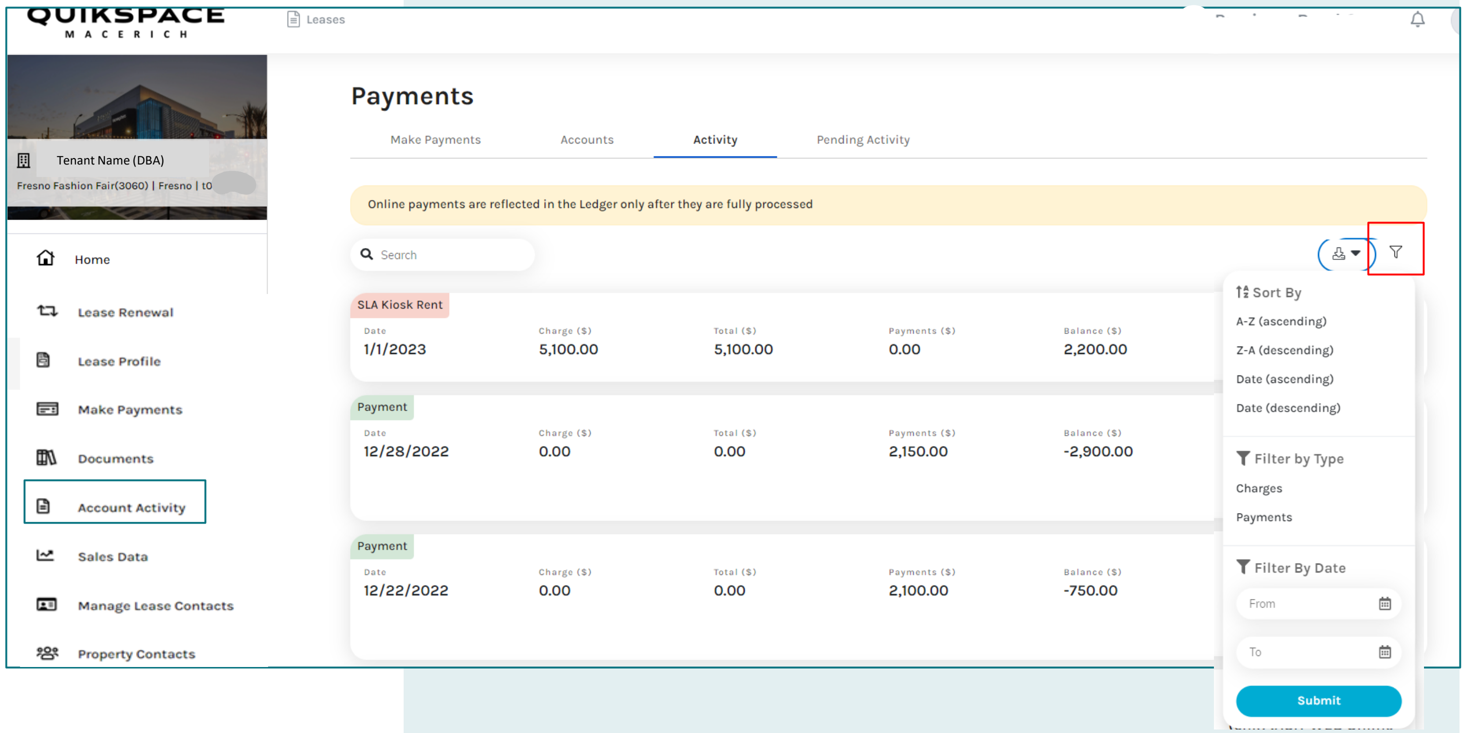
Activity

Here you can view your account ledger, including:

- Charges posted in red
- Payments processed in green

You can Sort or Filter by Date, Charges, or Payments

You can also access this Activity account ledger from the Account Activity menu item on the left-hand side



Tip: please reach out to your leasing agent or property team if you have any questions about your account Activity

Note: Rental Tax will appear under Charges if applicable *(example below)*

MAKE PAYMENTS & ACCOUNT ACTIVITY

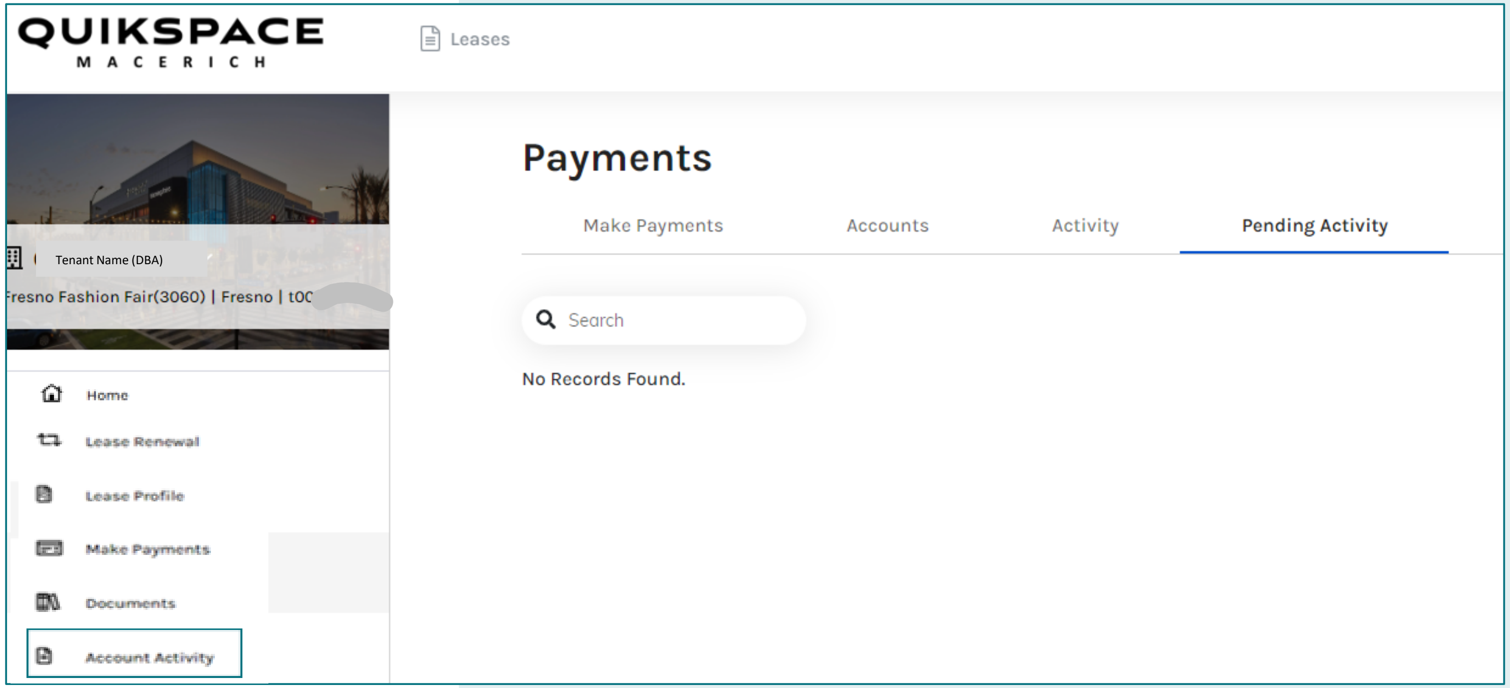
Pending Activity

Here you can view Pending Payments, including:

- Scheduled AutoPay payments
- Manually submitted payments

Note: Only pending payments appear here. Once a payment has been processed, it will appear under your Activity account ledger.

You can also access your Pending Activity from the Account Activity menu item on the left-hand side

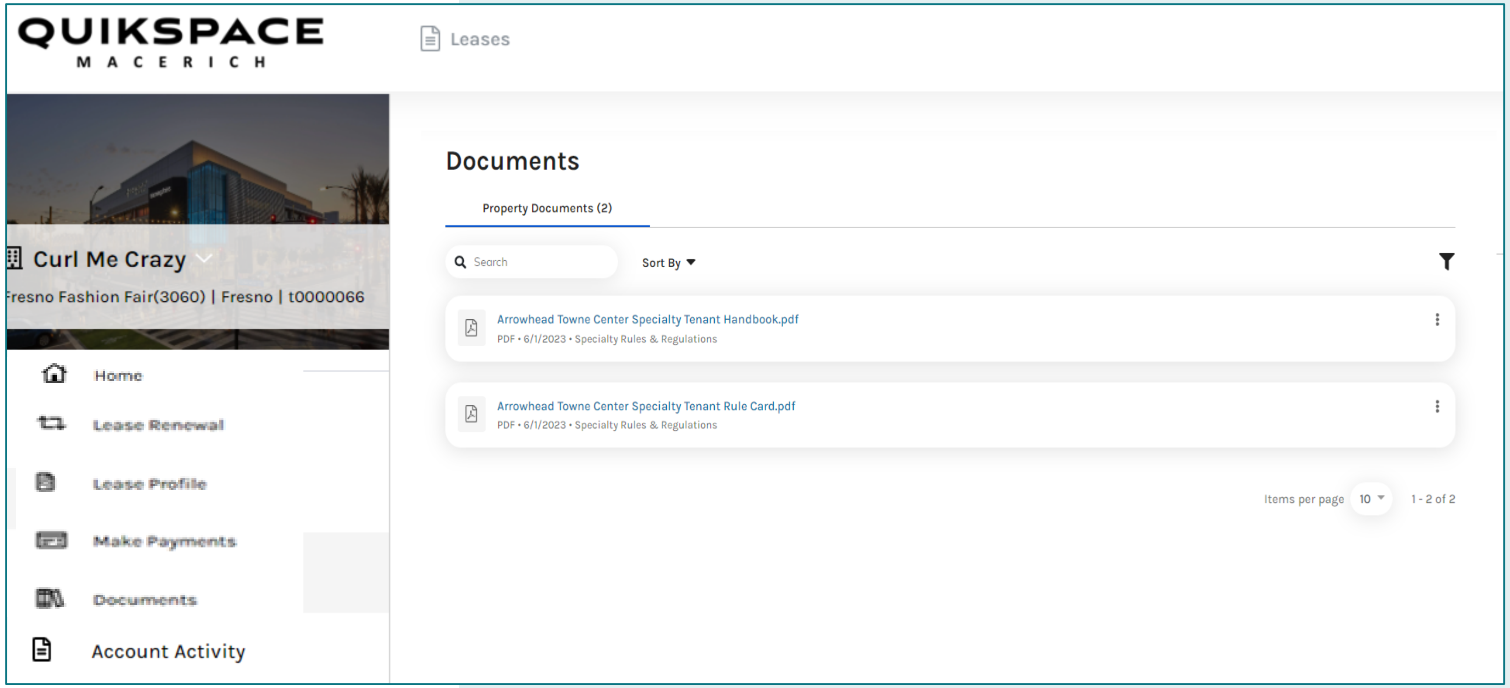


DOCUMENTS

Property Documents

Here you can access property documents, such as:

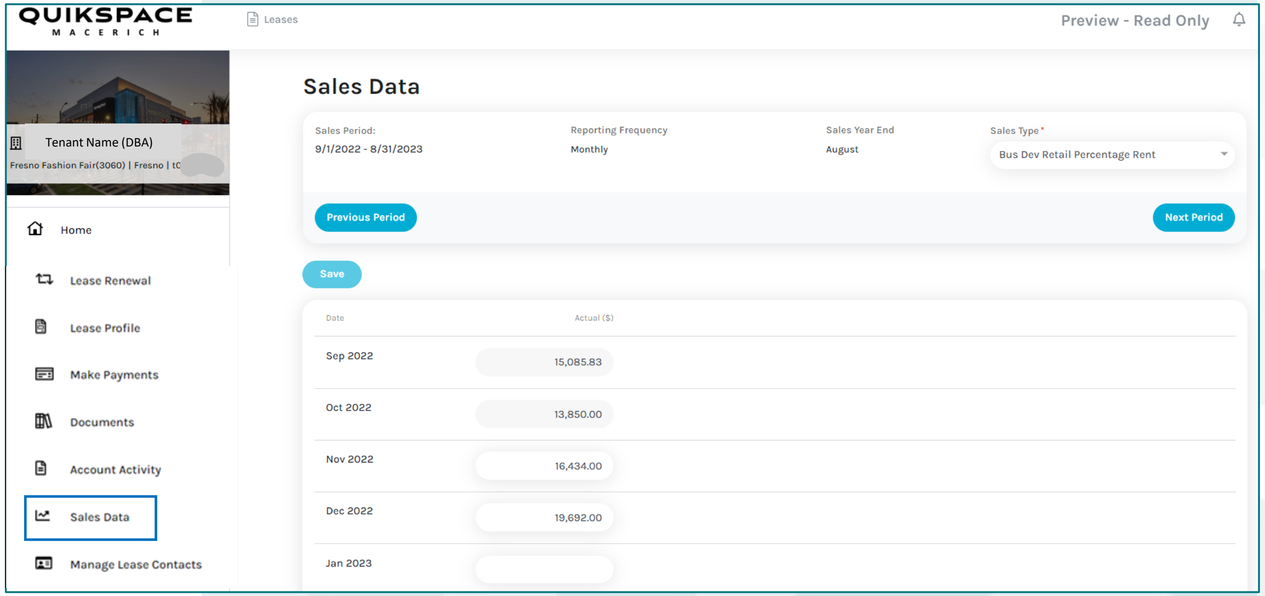
- Specialty Tenant Handbook: this includes the Macerich Rules & Regulations, as well as the Macerich Code of Conduct.
  - You must “acknowledge” that you have reviewed this document on the Home Page
- Specialty Tenant Rule Card: this is a short version of the handbook for you to print out or otherwise share with all your employees that includes essential information



SALES DATA

Here you will enter your sales directly into our system for immediate posting and to ensure your account is always up to date!

- **Enter sales for an open period and click Save**
- **Review Previous or Next Sales Periods (lease terms)**



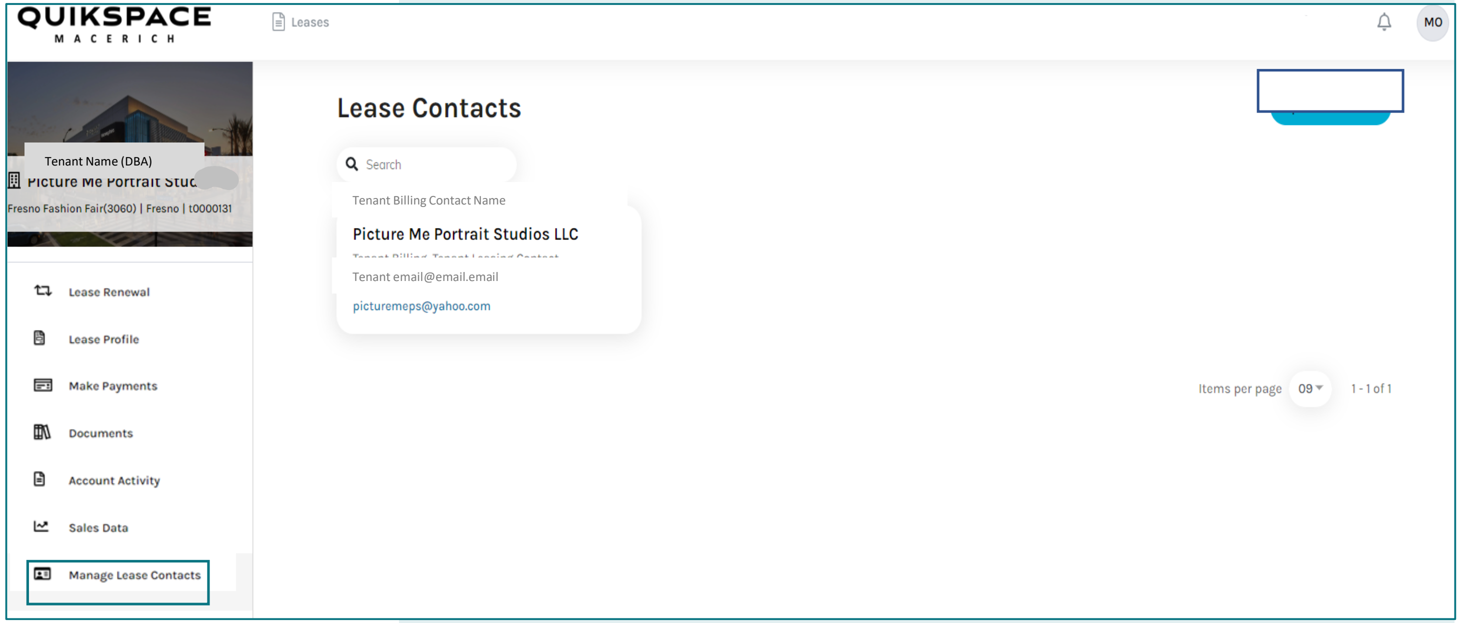
Any sales amounts you enter are then locked down 30 days after the sales due date. If you need to modify a sales amount that is locked down, please contact your leasing agent or property team

Note: Specialty Tenant Sales must be submitted in the Tenant Portal. Emailed, faxed, or mailed copies of sales will no longer be accepted

MANAGE LEASE CONTACTS

Here you can view your Lease Contacts, including:

- Tenant Billing contact (your legal entity)
- Tenant Leasing Contacts
- Temp Tenant Portal contact is directly connected to your Portal account

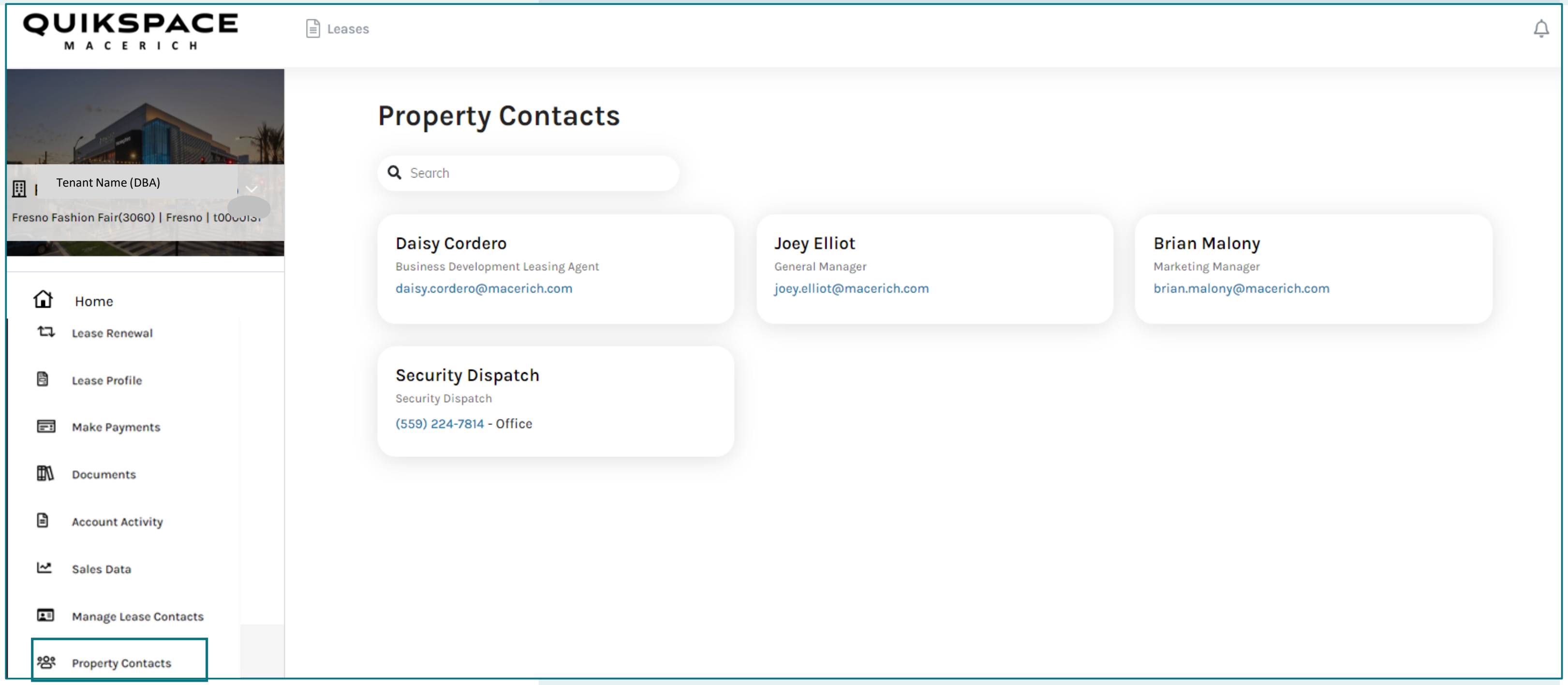


Please contact your leasing agent or property team if you need to modify any of your contact information. It's important that Macerich have your current contact information.

Property Contacts

Here you can view your Property team's contacts:

- Leasing Agent
- General Manager
- Marketing Manager
- Security Dispatch



Contact your Leasing Agent to discuss your lease terms or inquire about a relocation or renewal.

Contact the property's General Manager for any operational concerns.

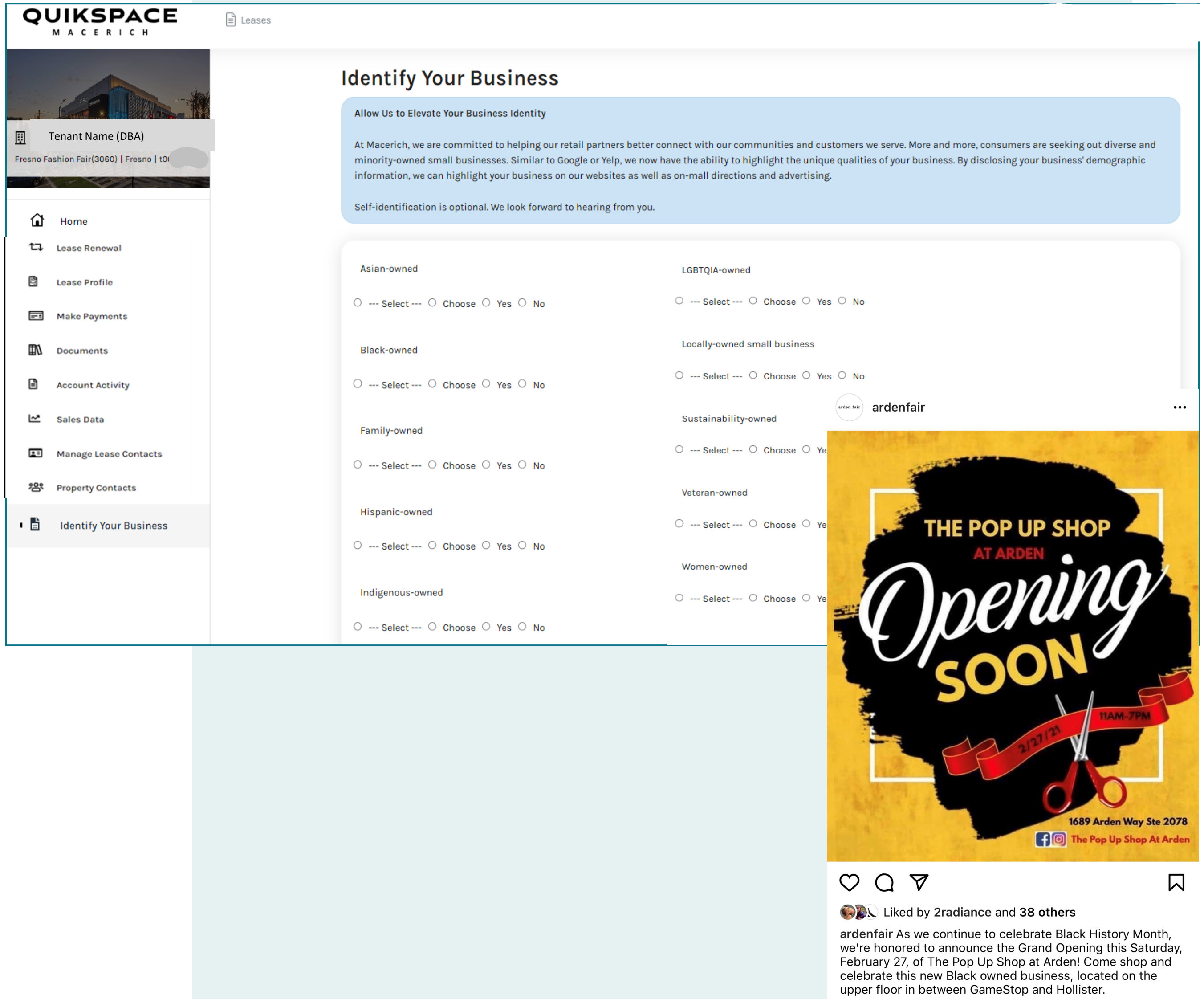
Contact the property's Marketing Manager for any assistance with marketing your business across the center or getting involved in property events.

Contact Security Dispatch for security concerns or requests.

IDENTITY YOUR BUSINESS – Tenant Demographics

Please take a moment once you have registered in the Tenant Portal to identify your business as part of Macerich's DREAM Initiative:

- By launching the first tenant demographic collection project, Macerich can utilize data at a macro level to create initiatives for spotlighting tenants or providing unique resources
- For example, sharing unique tenant stories, highlighting retailers during Black History Month, Women's History Month, Latinx Heritage Month, and more!
- Tenants are not required to provide this information. You can opt in or out at any time, and you can view our data privacy policies at any time. If you choose to provide information, please feel safe in the knowledge that it is securely stored and only select personnel, vetted by our Data Privacy team, have access to your information.



PAYMENT ACCOUNTS: Bank Account Verification

Let's take a step back to Payment Accounts for a minute!

When adding a BANK account as a Payment Method, you will be required to validate your bank account per the National Automated Clearing House Association (NACHA) mandate designed to improve fraud detection

- The bank account verification process can take 24-48 hours (not including weekends or bank holidays)
- Verification transactions have a charge description of "Bank Verify" to help you identify the transaction amount for verification
- If the verification fails, you will be notified via email and instructed to add a new bank account
- If your bank account was previously verified through the Macerich Tenant Portal, you can add and use that bank account immediately on any additional lease accounts in the portal
- If you have any issues related to the bank verification process, please contact your leasing agent and include a screenshot of the bank verification deposit that shows the date and amount

PAYMENT ACCOUNTS: Bank Account Verification

01

Click on "Add Bank Account" and a form appears to enter your bank details. There are additional instructions informing you of the bank verification process.

02

After submitting your bank details, the below message appears confirming your bank account has been added, but is not available until verified

Bank account added and will be available for payments after verification. ×

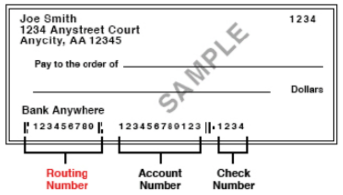
03

You will now see a section for Bank Accounts Pending Verification under Payment Accounts

Note: *You won't be able to use the bank accounts which are pending verification until they are fully verified*

Add a Bank Account

For your protection, new bank accounts must be verified before you can use them to make payments. To verify that this is your bank account, Yardi Systems will make a nominal deposit into your account in a random amount. Please allow 48 hours for the deposit to appear. After the deposit has been made, please note the amount that was deposited, log in to your Tenant Portal account, click the Verify button next to your bank account, and when prompted, enter the exact amount that was deposited. After completing this verification process you can immediately begin using your bank account to make payments.



Business/Personal: ◉ Business Account ○ Personal Account

Name on Account

Make Payments | Auto-pay Setup | Payment Accounts

Bank Accounts Pending Verification

The bank account(s) listed below are pending verification. Please click the Verify button next to the account to be verified and enter the exact amount that Yardi Systems deposited labeled Bank Verify into your account.

Name on Account	Bank Transit Number	Bank Account Number	Account Type	Verify
		*****4566	Checking	Verify

PAYMENT ACCOUNTS: Bank Account Verification

04

You will then receive a “Bank Account Added” email from noreply@commercialcafes.com with instructions for verifying your bank account

Dear [illegible],

This email confirms your addition of a new bank account to your Tenant Profile. Please review the account information below and keep this email for your personal records.

ACCOUNT INFORMATION
Account Name:
[illegible]

Routing number:
*****1627

Account number:
*****6789

Account Type:
Checking Account

Your new bank account is pending verification. To verify your bank account, Yardi Systems will submit a deposit labeled Bank Verify of less than one dollar to your bank account. After you see this amount deposited to your bank account, log in to your Tenant Portal account and confirm the amount that was deposited to complete the verification. Allow 48 hours from the time when you added your bank account for the deposit to appear.

To view your bank accounts, please log in to your Tenant Portal account at:
https://commercialcafe.securecafe3.com/TenantPortal/CommercialLeasing/UserLogin.aspx?[illegible]

Your security is important to us. If you did not authorize this change, please contact your property manager immediately.

05

You’ll be instructed to wait for a bank deposit labeled “Bank Verify” for less than $1 to hit your bank account.

Once this deposit has posted, make note of the exact amount. Then you will log back into the Tenant Portal to complete the bank verification process.

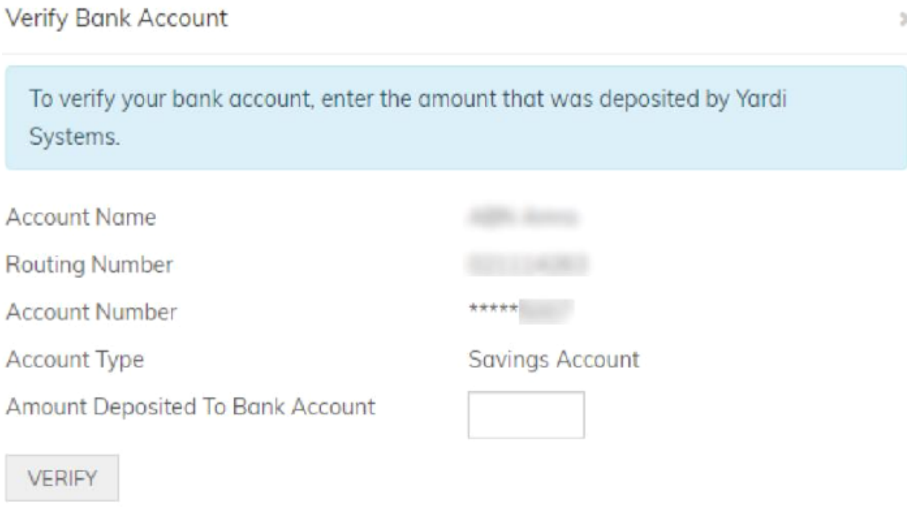
PAYMENT ACCOUNTS: Bank Account Verification

06

Under Payment Accounts -> Bank Accounts Pending Verification, click “Verify”

In the verification screen, enter the exact amount of the “Bank Verify” deposit that hit your bank account

***Note** The portal restricts the number of verification attempts.* If you exceed the number of permitted attempts, the bank account is locked and no longer displays in the portal. To unlock the bank account, please reach out to your leasing agent for assistance.



07

After successful verification, the bank account will be available to make a payment or setup an auto-pay (ACH) plan, and it will appear in the Payment Accounts tab under Bank Accounts.