[DATE]

TO: All Residents

FROM: [NAME OF PROPERTY MANAGEMENT CO.]

RE: Laundry Room Upgrade to Mobile Pay & Laundry Card System

Good news! Our on-site washers and dryers will soon offer two new laundry payment methods. You will be able to use your phone to pay and start machines using 1) WASH-Connect, a convenient mobile pay app that makes doing laundry a breeze, or 2) A loadable Laundry Card system with value transfer kiosk. Once installed, these will be the only payment methods accepted in the laundry room.

**WASH-Connect Benefits**

* **PAY & START MACHINES** – Scan the QR Code on the machine or enter the machine number to pay for wash and dry cycles.
* **CYCLE TIMER COUNTDOWN –** Get real-time alerts and notifications to monitor cycle progress and completion.
* **REQUEST SERVICE –** Easily report machines out-of-order and receive real-time updates on the work order progress.
* **REFUNDS –** Access your recent transactions and request a refund instantly(?).
* **RESOURCES –** Access stain removal tips, best practices, laundry basics and other helpful resources.

Scan the code to install the free WASH-Connect on your phone now!

[QR CODE]

[APPLE STORE AND GOOGLE PLAY STORE LOGOS]

Please see the attached instruction guide to learn more about WASH-Connect and the Laundry Card system. If you have questions, please contact [mobilesupport@washlaundry.com](mailto:mobilesupport@washlaundry.com).

Happy washing!

[NAME]

[TITLE]