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Date: 27<sup>th</sup> October 2023

Dear Subsidiary Proprietor & Residents,

### Launch of Qommunity Resident (QR) App on 1 Dec 2023

In a world of unprecedented disruption, digital transformation is paramount. Being customer-centric is a key focus for Wisely 98 and a commitment we constantly strive to achieve. We have invested heavily in enhancing our digital infrastructure to deliver superior end-to-end customer experience.

We are introducing the Qommunity Resident (QR) App to enhance the experience of subsidiary proprietors and residents through an integrated and all-in-one mobile application. The app aims to provide support for our staff on backend work while offering a convenient platform for users to access various services and features.

The introduction of QR App reflects Wisely commitment to improve residents' experiences, while embracing digital transformation.

QR App allows residents to use their mobile phones to:

- Book Facilities
- View & Pay Bills
- Create Feedback
- Submit e-Forms
- Invite Visitors
- Post Community Classifieds
- And many more!

With the QR, subsidiary proprietors (owners) can check their management fund balances in real-time and make e-Payments (via QuickPay) through the App. Residents can easily apply for facilities booking, renovation and check the status of their applications. Fault reporting would be instant and to communicate feedback via the App.

This digital transformation will be implemented in a phased manner in November 2023. As you are reading this letter, Wisely 98 has ensured the backend's smooth transition of all owners to the new App. The kick-off date for Qommunity Residents App to be operational shall be **1 December 2023**.

You may access Qommunity Resident App's User Guide via the Documents folder in the Qommunity Resident App. Residents may refer to the FAQ (see **Annex A**) to better understand the Qommunity Resident App.

Yours faithfully,

PC Teo  
Wisely 98 Pte Ltd





## Annex A – FAQ on how to use QR App

### 1. How do resident make facilities booking via QR App?

Facilities booking will be streamlined where residents can make payment via the QR App upon confirmation of their booking.

Description			
<b>Step 1 Booking Selection</b>	<b>Step 2 Facility Selection</b>	<b>Step 3 Date Time Selection</b>	<b>Step 4 Confirmation</b>
<b>Step 5</b> Resident make facilities booking and make payment via within the QR App.			
Note: Depend on user mobile device account setup on payment mode, different bank icon may appear, sample view for DBS PayLah or OCBC Pay Anyone App			
Upon successful payment received by the QR App, your booking will be instantaneously confirmed and completed.			



## 2. Why do I have to download this Qommunity Resident App?

The QR App is part of the digital transformation that Wisely 98 is adopting where residents can use the QR App at their own convenient time to Book Facilities, View & Pay Bills, Submit Feedback, Submit e-Forms, Post Community Classifieds, and many other functions at their fingertips.

## 3. Will I incur any charges for downloading the QR App?

No, there will not be charges incurred when you download the QR App. This QR App is free for residents to use. There is no additional charges from Wisely 98 on this new platform too.

## 4. Is there a transaction fee?

There is a transaction fee chargeable by the Service Provider of the QR App, Qornerstone. The transaction fee is charged when any resident make payment through the QuickPay feature via the QR App. The QuickPay transaction fee is per transaction and is borne by the MCST. The amount may vary subject to bank revision.

## 5. Can we still make payment without using the QR App?

Payments can still be made directly to MCST 4463 bank account via AXS, Internet banking (FAST or PayNow).

## 6. How will this QR App benefit residents?

Payment and facilities booking made through the QR App will be reflected as paid and booking automatically confirmed upon successful payment via the App. Upon refreshing the App, residents will be able to see the payment that had been recorded and no longer need to email the screenshot to Management Office to inform that payment has done.

## 7. When I scan the QR code, why is the payment to Qornerstone QuickPay instead of my MCST?

Payments made through Qornerstone QuickPay flow to a special bank account with DBS, which functions like an escrow account. Monies in this account are marked in electronic ledgers and transferred by automated server instructions into your MCST's bank account. There is no human intervention and funds are in-accessible by our creditors.

## 8. What happen to facilities bookings made before 1 December 2023?

Residents still can use the current booking system for facilities bookings, with consideration to the 30-day advanced bookings rule. Bookings from 1 December 2023 shall be accepted via the App only.

## 9. What happen to the Security Deposit currently with MCST?

Prior to the implementation of the QR App, Residents use the web-portal (myEstateHub) for facilities booking which will be phased out from **1 December 2023**. There are Security Deposit accounts which were collected and will continue to be used for facilities booking. To facilitate the new booking system process requirement, MCST 4463 has decided to keep this Security Deposit account.

## 10. What about for those units do not have Security Deposit currently with MCST?

In order to have automated booking process, those unit users whose account does not have any deposit will require to pay upfront the facility booking deposit amount in respect of owner or tenant accordingly before any facility booking can be booked.

Do not hesitate to contact Management Office at 6385 3912 during office hours if you require further clarifications.

