

Elise<sup>AI</sup>

# Peakmade Reduces Delinquency By 52% With ResidentAI

AI Assistant, Charlie, communicates with past, current, and future residents 24/7, accelerating payments and supporting a centralized workforce.

## What Modern Renters Want...

- Over 65% want to communicate over text vs. talk
- 24/7 responses & fast solutions
- A personalized customer service experience

## Automation Improves Renter Experience & Enables Centralization

Charlie boosts the speed of collections and increases resident satisfaction while saving remote resident account managers time and enabling them to focus on more complex tasks.

[View Conversation](#) ↗

85%

AI-Handled Delinquency Conversations

954

Hrs Saved For Resident Account Managers

2,391

Residents Contacted

52%

Reduction In Delinquency

95%

Of All Payments Made ≤ Five Days

\$16.9 Million

Collected By AI

January 1 - March 31

"I'm able to focus on other tasks knowing that Charlie is working in the background to contact residents who owe, and then circle back to focus my delinquency efforts on the most difficult accounts."

Lauren Spadine  
Resident Accounts Manager