


Frequently Asked Questions

Following are common questions about the Home Financial Modeler application:

1. How do I contact Pinnacle Paradigms Inc.?
 - a. When you have a general question or wish to provide feedback go to our website at www.homefinancialmodeler.ca and select 'Contact Us'.
 - b. When you have a general question or wish to provide feedback send an email to support@homefinancialmodeler.ca
 - c. When you have a general question or wish to provide feedback in the mobile application's General Help window select the Support link to send an email. Via Email: support@homefinancialmodeler.ca
 - d. When your question concerns a specific screen or field, it would be helpful to send along a screenshot as well. Use the  (Screenshot) button located at the top-right of any Help window to take a picture of the current screen and attach it to a draft email ready for you to append your question.

2. How do I get Help on the fields/line items entered to create my model?

The application menu offers a General Help menu item that provides an overview, access to the User Manual and this FAQ.

In addition, every tab header and field in the application contain context sensitive help descriptions. Select the tab header or field label to see the context sensitive help.

3. What features are available in each Product Type?

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Feature	Base	Home Owner	Investor	Professional
Sell Current Property	X	X	X	X
Apply Sale Equity	X	X	X	X
Purchase Future Property	X	X	X	X
Resell Future Property	X	X	X	X
Add a Picture	X	X	X	X
Forecast Land Appreciation	X	X	X	X
Model Expenses	X	X	X	X
Forecast Inflation on Expenses	X	X	X	X
Add Comments	X	X	X	X
Build International Models	X	X	X	X
Save Models	X	X	X	X
Generate Reports		X	X	X
Add Customized Items		X	X	X
Rate Desirability Features		X	X	X
Add Multiple Pictures		X	X	X
Model Revenue			X	X
Forecast Inflation on Revenue			X	X
Sell with Partners			X	X
Purchase with Partners			X	X
Create My Profile				X
Compare Models				X
Export Models				X
Generate Branded Reports				X

4. Is it mandatory for me to enter every field/line item available in the model?

No. For example, instead of listing every expense (e.g. each monthly utility cost) you can enter one estimated value to represent all the expenses.

5. How can I add a customized field to the model?

FAQ

Whenever there is a list of items, the application provides an 'Add Item' button. Enter a 'Label Name' in the text box adjacent to the button, then select the 'Add Item' button and your specified field will be added to the model.

6. What do I do if the application fails?

If the application abruptly stops, it will first try to save a failure support file. When the application is restarted, it may find these support files and prompt you to send them to us via email. Help us improve the application by sending us these failure support files. Be sure to provide us a detailed description of what you were doing just before the application failed.

7. How do I upgrade to another Product Type?

There are two ways to upgrade to another Product Type.

I. Settings screen

From the application menu, select the Settings item. From the Settings window you will see your current Product Type level and a list of buttons to purchase several Product Types. If you have already purchased a Product Type, the corresponding button will be disabled and appear in grey. Product Types available for purchase appear in green. Select a green button and you will be redirected to the secure Google Play Store to complete the purchase transaction. Once you have completed the purchase, you will be returned to the application, and all the features at the purchased Product Type will now be available to you.

II. Select a feature included in a Product Type beyond your current level.

As you use the application, you may select a feature not available at your current Product Type. As such, the application will ask if you want to upgrade to the Product Type that provides access to that feature. If you select 'Yes', the application will take you to the Settings window and flash the button corresponding to the next Product Type that provides the feature. Select a green button and you will be redirected to the secure Google Play Store to complete the purchase transaction. Once you have completed the purchase, you will be

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returned to the application, and all the features at the purchased Product Type will now be available to you.

Please review all Product Type features; not just the recommended one (that's flashing) as it will be more economical to purchase the higher-level Product Type earlier rather than incrementally.

8. When does my model recalculate?

The application recalculates in real-time, after every user data entry.

9. Can I export a model created by a higher level Product Type (e.g. Professional) to someone with a lower level Product Type (e.g. Base)?

Yes. Although the lower level Product Type user will see every field in your model, they will only be able to revise the fields using the features available to them at their Product Type level.

10. How do I include a second mortgage?

In the First Mortgage section enter a number less than 100% in the 'This Mortgage' field on the Purchase Information tab.

11. Are mortgages calculated differently between Canada and the United States?

Yes. In Canada the interest is compounded semi-annually, while in the United States the interest is compounded monthly.

12. How can I estimate land appreciation?

Use various Real Estate websites, look for similar properties that have sold multiple times over the last 5 years in the property's neighbourhood and take an average of the percent the sale price appreciated.

13. How can I estimate inflation on expenses and revenue?

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Inflation on expenses and revenue will follow a similar rate as the standard inflation rate in your jurisdiction.

14. How is Provincial/State tax calculated?

The application has built-in sales tax rates for all 50 states in the United States and all 13 provinces and territories in Canada.

15. In an International model how is foreign exchange handled?

The application uses the currency of the country of the sale property for calculations on the Sale property. The currency of the country of the purchase property is used everywhere else, including the Summary tab. The application will ask you to enter how many dollars in the currency of the sale property's country = \$1.00 in the currency of the purchase property's country. The exchange rate can be found on the internet.

16. How is Sales Equity used in the application?

If you model both a Sale and Purchase property, the application allows you to use the equity from the sale against the one time purchase costs (i.e. closing costs) of the purchase property. You can choose to use some or all of the resulting sale equity, up to the value of the one-time purchase costs.

17. When would I use (Lock) versus (Track) my Sales Equity?

By default the Sales Equity field tracks and its value may change if the model is revised. However, if you wish to stick to a particular value, then Lock the field and the application will no longer revise its value until you reset it to Track.

18. When does Land Transfer Foreign Tax become applicable to my model?

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If you are not a citizen of the country where the purchase property resides, you may have to pay a foreign tax. Check with the laws of the jurisdiction of where the purchase property resides, and include it if applicable.

19. What is the purpose of rating neighbourhood features?

For some home buyers it is important to live near (e.g. schools) or away from (e.g. busy streets) particular features found in a neighbourhood. By selecting from a range of 5 Desirability ratings on neighbourhood features the application will provide you with an Overall Neighbourhood Desirability rating.

20. How does the application use the property pictures I include in my model?

- a. The picture you label as ' Cover' will be used in the header of the reports you generate.
- b. You may optionally choose to include the pictures in the body of generated reports.
- c. You may optionally choose to include the pictures when you export a model to another application user.

21. Is there a limit to the size of the comments I include in my model?

Yes. Up to 10,000 characters. If you enter more information than can be displayed in the provided window, you will be able to scroll through the window.

22. Why does the value I enter into Ownership Term matter?

When modeling a purchase property, the Ownership Term is used to forecast the value of the property, your return on investment, and expected profit at the end of the Ownership Term.

23. Can I model a different partner for selling a current property versus purchasing a future property?

FAQ

Yes. Simply answer the application question, 'Sale & Purchase Partners Same?' appropriately on the Purchase Information tab.

24. Why would I brand models?

Branding the model identifies who created it. The branding may also include your profile picture. The branding information will be displayed in the Summary tab if you export a model to another application user, and will be included in the header of the first page of any reports you generate.


25. Do I require any companion applications on my mobile device to use all the features of the application?


Yes, to enjoy the all the features of the application.

A PDF Viewer is required to view generated reports on your mobile device.

An email program is required to share reports, export a model to another application user, or contact us.

26. What is a Livability Model?

When creating a purchase property model by using the  (Add Item) button on the Expenses tab and the Revenue tab, the application provides you with the ability to include customized fields representing other monthly expenses, and your net monthly income (income remaining after tax deductions). This not only answers if you can afford to purchase the property, but also answers if you can afford to live there maintaining your current lifestyle.

Use the  (Add Item) button on the Expenses tab to add each individual monthly expense to the current model. After adding the expense type, enter the monthly amount you expect to pay for each item. For example, you can add the monthly budget for groceries, entertainment, etc.

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When the application displays the Monthly Carrying Cost in Summary tab, the amount will reflect your forecasted monthly budget, including both property costs (e.g. insurance, mortgage) and living expenses (e.g. groceries, public transportation).