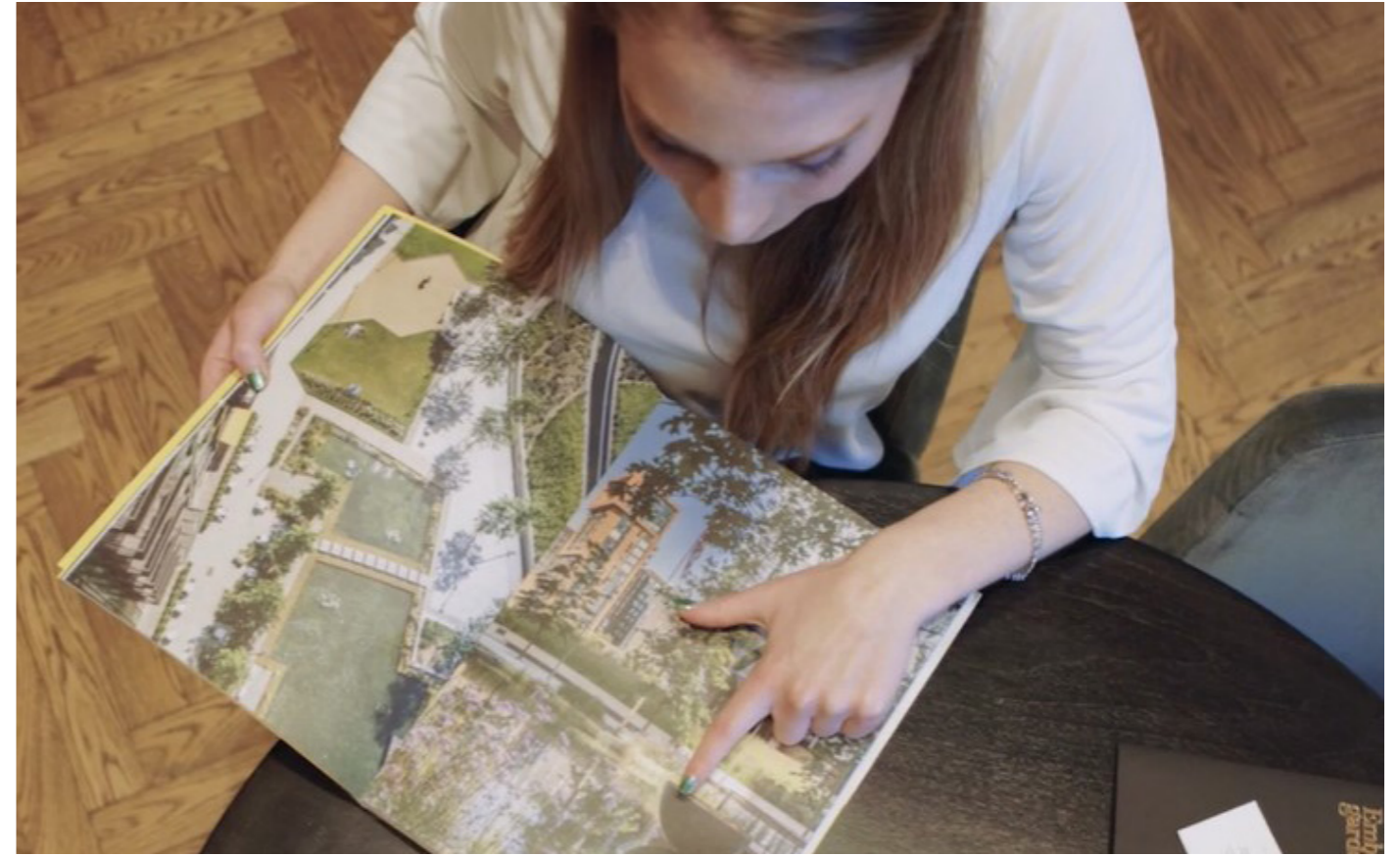

Your Customer Experience

ballymore.



Introduction

At Ballymore, we are committed to creating high-quality homes and thriving communities where our customers are proud to live and feel like they belong.

From your first point of contact with our team through to the day you move in and beyond, you will feel part of something special. Our experts will create a unique experience just for you, supporting your requirements through every stage of your purchase.

Buying a new home is one of the biggest financial commitments many of us will ever make and we are here to make sure it is a positive one.



1. Visiting our sales galleries

Our award-winning sales galleries immerse you into the reality of life in a Ballymore neighbourhood. Lose yourself in images of your future surroundings, explore interactive screens and models which will help you to visualise what life will be like in your new home. Our knowledgeable sales colleagues are on hand to talk you through all aspects of life in a Ballymore apartment and answer any queries you may have.

We will provide you with a detailed pack containing clear information on your property including:

- A full specification of the finishes that will be delivered in your home
- A brochure and floor plan showing the size, layout and location of the property
- The estimated service charge and ground rent



1

2

3



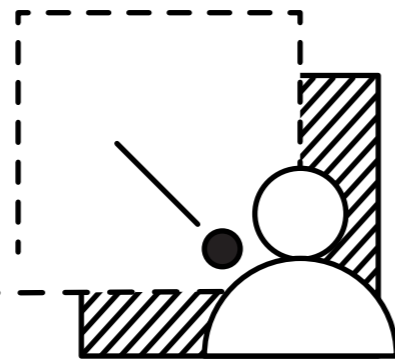
2. Buying your property

Our Ballymore team is there to support you through each step of the buying process. A named, dedicated customer liaison will guide you from the point of exchange through to the completion of your property.

Nothing is too much trouble for this expert team, which is on hand to answer any questions you may have. The team will also be able to introduce you to third parties who can assist you with a diverse range of services, from mortgage products to interior design.

Your customer liaison will send you the very latest construction updates and images, invite you to events to meet the team and your future neighbours, and take you on guided tours of the developments where possible.

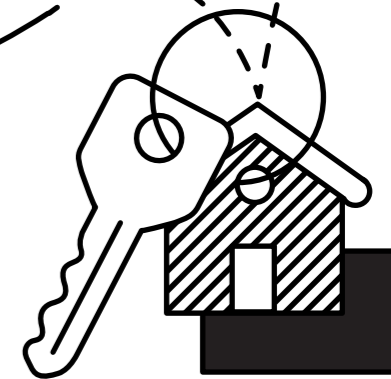
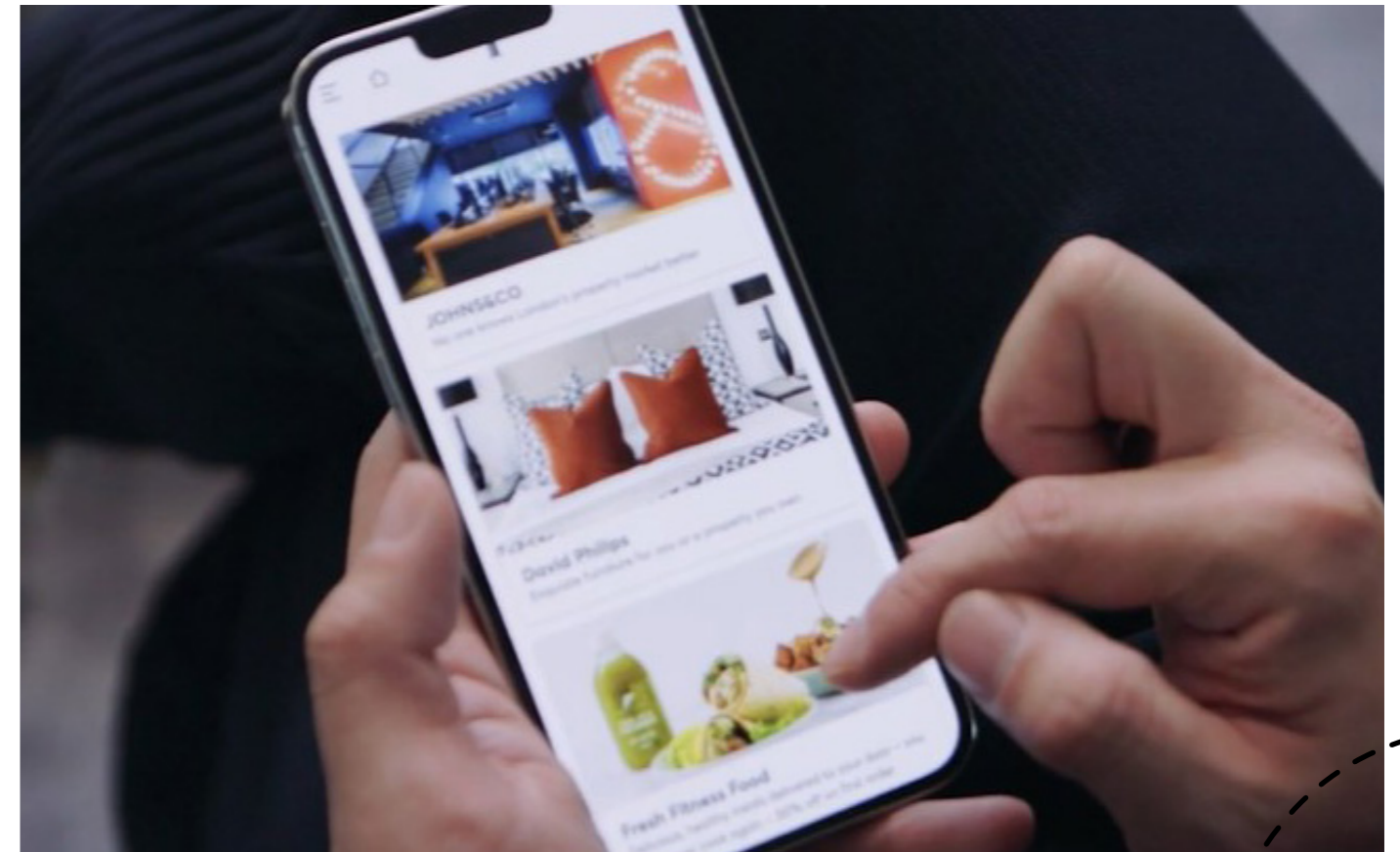
Our skilled team can also provide support to our overseas customers thanks to a multi-lingual team fluent in Cantonese and Mandarin.



3. Home demonstration

As you draw ever closer to moving into your dream home, our expert team will give you a guided tour of your property and the development, ahead of completion, showing you around every inch of your new space and giving you practical demonstrations and tutorials on how to use the high-tech features and premium appliances that help make our homes so special.

We take pride in the exceptionally high quality of the homes we deliver, however should there be any issues within the apartment either before or after completion, our dedicated Aftercare team is there to support and provide clear updates on progress throughout your two-year warranty.

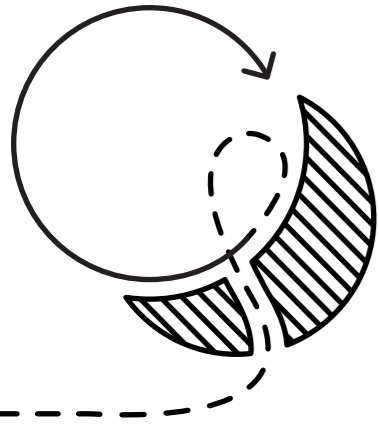


4. Completion and handover

The time has come to make your new home your own. Once the purchase has legally completed and the keys are in your hands you can start making memories in your new neighbourhood.

Then there is b.Life, an all-encompassing smartphone app, which gives you everything you need to know about our resorts at the touch of a button.

Our teams will continue to work with you through this stage, sharing with you all of the information you need to move in including a welcome pack, handover information and a moving-in gift.



5. Looking after you for the long term

Once you have taken ownership of your property you will move under the care of the onsite estate management and aftercare teams.

Ballymore developments are filled with amazing people, businesses and amenities, with a calendar of events that help cultivate a vibrant community in each place we create. The onsite team will keep you informed of everything that's happening outside of your front door, in person and on our exclusive residents' app.



ballymore.