



**Abaris Realty, Inc.**

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Web Site: [www.abarisrealty.com](http://www.abarisrealty.com)

Excellence  
Since 1975

April 15, 2021

Kuldip Gill  
ElectionBuddy, Inc.  
[sales@electionbuddy.com](mailto:sales@electionbuddy.com)  
[services@electionbuddy.com](mailto:services@electionbuddy.com)

Re: Tanyard Springs HOA

Dear Kuldip:

The Board of Directors at the above referenced community recently met and approved your proposal for the 2021 Board of Directors election services, as outlined in your proposal. Attached is a signed copy of the proposal for your records. We have already paid the invoice via credit card using your email link.

**Would you please send us the checklist of what's needed to get the election set up? Also, as a note, the votes must be counted by simple tally and NOT by the single transferrable vote method we used last year. Please have all candidates listed in alphabetical order by last name on the ballot.** Thank you again for your services.

Sincerely,

A handwritten signature in black ink that reads "Shireen Ambush". The signature is written in a cursive, flowing style.

Shireen Ambush, PCAM  
Property Manager

CC: Board of Directors

Shireen,

Just a quick note to say thanks for getting this far. I appreciate the effort you have put into investigating ElectionBuddy.

At ElectionBuddy, our team is passionate about creating excellent election software, and we're even more passionate about providing amazing service to our election administrators. ElectionBuddy is not a rigid, out-of-the-box software installation; it's customizable to allow election administrators with little experience to easily run an election that is secure, has integrity, and ensures voter anonymity using a combination of our cloud-based web application along with our experienced, election-savvy staff.

With your agreement, we know that we have earned your trust thus far to proceed forward with your voting needs. We also know that the process is just starting. With the services provided by our Election Experts, we will strive to exceed your expectations to become your trusted election and meeting voting platform.

**At a base price of \$1,298.00, ElectionBuddy enables you, the Tanyard Springs HOA, to better manage elections for your 1425 members and save you time and money:**

- **Experience** – ElectionBuddy has run over 75,000 elections for organizations like your own.
- **Reasonable cost** – we are typically 20-50% less than our competitors by using the latest technologies and streamline our service which allows us to pass on the savings to you.
- **Fast setup** – complete it yourself, through our easy and intuitive setup process, or have us complete set up for you for added integrity and assurance.
- **Meet your unique requirements** through customized forms and processes.

The attached agreement will overview our pricing and the details of the offering tailored for the Tanyard Springs HOA. We have also included sections just in case you need to share some information about your selection with other election stakeholders.

Please contact us with any questions you have! And thanks again for putting your trust in ElectionBuddy!



President, ElectionBuddy inc.



## ELECTIONBUDDY SOFTWARE AS A SERVICE AGREEMENT

This is an agreement to use the ElectionBuddy.com platform and related services.

**Organization:** Tanyard Springs HOA

**Billing Contact and Account:** Shireen Ambush sambush@abarisrealty.com 301-468-8919

**Term:** One (1) license effective Apr 07, 2021, ending one (1) month after the election end date

**Pricing \$1,298.00 USD due on agreement which is detailed as:**

**ElectionBuddy Per Election License includes up to 2,500 eligible voters per election for up to one (1) election \$299**

Use of electionbuddy.com to setup your election, manage the vote, and share results. This is the complete price for all electronic notice and voting methods except for mailed ballots.

- **Election Types** Secret Ballot, Poll, Show of Hands, High Integrity (unique ballot link - random voter access keys), Medium integrity (unique election access link, user-created voter access keys), Low Integrity (unique election access link - no access key needed)
- **Notice types** email, SMS, printed, manual
- **Included Features** ballot IDs, weighting, voting groups, two-factor authentication, advanced ballot customization, advanced notice customization, printed ballots, multiple administrators
- **Administrators** One (1) - included at no charge

**Services - Dedicated Setup Assistance fixed price per election \$599**

As per the Election Setup Assistance Brochure, you provide your election details and voter list, and your election expert creates your election. Voting opens and you answer voter questions. Results are automatically tabulated. Includes an online meeting and phone support.

**An additional \$525 fee will be charged if the following service terms are NOT met:**

- Organization representatives attend a walk-through setup meeting on a mutually agreed date.
- 5 test voting transactions are completed by the administrator or their designate.
- Logo and other detailed setup information is provided to ElectionBuddy staff by agreed-upon dates upon completion of the walk-through.

**Services - Voter Inquiry Management (Fully Managed) \$500**

In addition to dedicated assistance, ElectionBuddy staff answers all voter inquiries on your behalf after consulting with your team using a customized dedicated email address. It's the ultimate in election integrity! This is required for postal ballot tallying. **Discount(- \$400 \$100.00)**

### OPTIONAL ITEMS

Please check any optional items, add your quantities and they automatically be added to your total.

- Postal Notices** billed at time of mailing \$0.89 USA postcards, \$1.99 international postcards, \$2.29 USA letter with ballot, \$3.49 international letter with ballot.

**TOTAL \$1,298**

### TERMS AND CONDITIONS

1. The agreement will be automatically be renewed and re-billed at the end of the current term unless the Tanyard Springs HOA notifies ElectionBuddy staff seven days prior to the end of the term.
2. A \$99 fee will be charged if the account information provided is incorrect and needs to be updated.

*Shireen Ambush* 4/15/21

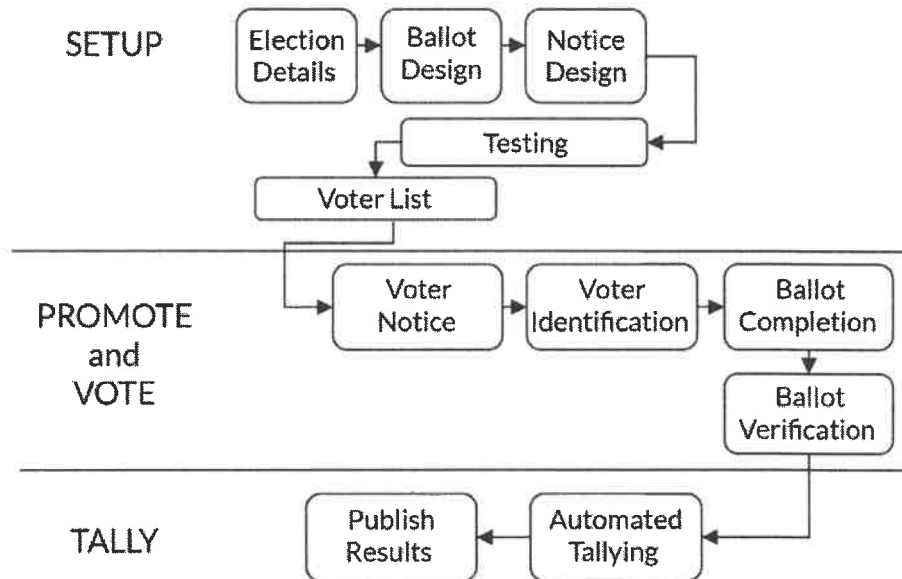
7137  
437

3. Users and voters agree to abide by the ElectionBuddy terms of use as per <https://electionbuddy.com/tos>
4. All Information is confidential as per the privacy policy at <https://electionbuddy.com/privacy-policy>
5. Features or notice types not specifically noted in this agreement will be priced at rates as per <https://electionbuddy.com/pricing>
6. ElectionBuddy Inc. reserves the right to assign this agreement for delivery of the electionbuddy.com Software as a service and setup assistance service.
7. Payment is due within 15 days and unpaid fees over 60 days will be assessed a finance charge of 5% per month and are subject to service cancellation.
8. Optional services require advance notice of 30 days to schedule an Election Expert.
9. Voter or Organization will use their own devices to vote (phone, tablet, computer). Pricing does NOT include mobile voting device rental or purchase.
10. Email and SMS delivery is dependent upon carrier and location. ElectionBuddy cannot guarantee notice delivery.
11. If an external information website is used, links to external website pages will be updated by the customer or their designate. ElectionBuddy staff assume no responsibility for external websites.
12. A primary customer, staff member, or designate will be identified as the administrator. Multiple administrators requiring Dedicated Setup Assistance or support may result in additional fees.
13. The identified administrator agrees to provide reference information and a quote upon the successful completion of the first election.
14. Services work will be done from ElectionBuddy office locations in Canada or the USA. If onsite services are required, travel expenses will be paid by customer, including meals, travel to and from the staff members' city of residence, and hotel accommodations with the hotel chosen at the customer's discretion in line with the customer's travel reimbursement policies.
15. Testing Service is included at no charge for up to 5 voters.
16. Normal support hours are 8am MST to 5PM MST. Assistance provided on weekends to be scheduled and confirmed. 24x7 assistance provided for system outages, 24x7 voter support will require additional charges.
17. ElectionBuddy services uses a secure socket layer for voting and the URLs are preceded by "https:"
18. Customer is responsible for ensuring that the associated laws, statutes and organization bylaws are complied with for their ElectionBuddy election. The Customer is encouraged obtain their own independent legal counsel to ensure that the ElectionBuddy services are compliant with their elections and votes.
19. Customer agrees to designate a staff member to provide a reference based on the successful completion of the election and or vote.

## THE ELECTIONBUDDY PROCESS

ElectionBuddy.com has been designed to deliver value to our customer, the election administrator, and their customers, the voters. ElectionBuddy.com transforms the traditionally cumbersome process of paper-based manual voting to a streamlined, easy-to-use electronic voting system. The underlying brand promise of ElectionBuddy.com is **it must be easy to use for both voters and administrators.**

Configuring ElectionBuddy is simply answering a series of questions, whether those questions relate to the voting dates, ballot design, notice design, or the voter list. Testing the election process is easy to do, because it is integral to ensuring the election is properly set up, that the ballot is error-free scheduled to run when you want it to run. When the election is running, the voting process is easy to complete by voters with no training. There are three simple steps for a voter to submit their ballot: voter identification, ballot completion, and ballot verification. Voting results are immediately accessible and optionally automatically published to voters. The process is illustrated as follows:



The ElectionBuddy process, while simple to understand and use, utilizes robust technologies with a feature set that meets or exceeds the needs of the majority of elections occurring in the world today. It's why we have completed over 50,000 elections. View the video below to watch how voters interact with ElectionBuddy.



Please explore our feature details, security and common questions and answers on the following pages.

## TANYARD SPRINGS HOA IMPLEMENTATION PLAN

Please see the details and steps below. Please note, these are tentative and subject to your agreement.

### Election Implementation Overview and Timeline

<b>Account Creation</b> 1 week after signing	You receive an agreement, we finalize terms and create your account. We provide a sample ElectionBuddy account so you can sample and test features.
<b>Checklist</b> After payment, at least 7 days prior to election	We ask for your election details and provide you with a detailed instruction sheet. We need the responses back at least 14 days prior to the election open date. <b>1 hour preparation.</b>
<b>Election Details</b> Payment plus 1 day	Email us any critical election requirements. Add your election details (title and open and close date) and ballot information (positions and candidates; questions and responses) into a test election. Don't worry about perfecting it - we will review everything in our online meeting! <b>1 to 4 hours setup.</b>
<b>Online Meeting</b> 2 to 5 days after receipt of election details	We create your test ballot and review it with you or your administrator. You provide feedback and we edit the ballot design. We need the emails of people that you want to test the ballot (typically five members of your organization that are key stakeholders in the election process). <b>2 hours meeting and edits.</b>
<b>Voter List</b> After online meeting, minimum 3 days before launch	Email us your voting list information (names, emails, mailing addresses, cell phones), and we provide guidance to assist you in pulling information from your existing systems. Include your voter reminder dates and postal ballot mailing date. <b>2 hours review and editing.</b>
<b>Testing</b> Meeting + 2 to 3 days	You and your members review the ballots and settings and provide feedback. We fix issues based on your feedback. The ballot is finalized! <b>4 hours</b>
<b>Voter List Review</b> Meeting + 3 to 4 days	We format and validate your voter list (emails, phone numbers or mailing addresses). You fix errors and duplicates. <b>2 hours review and editing.</b>
<b>Finalization</b> Meeting + 4 to 5 days	We duplicate the test ballot, add the dates and voter list, and place the election into a "ready" state. The countdown to the election begins. <b>1 hour setup and review</b>
<b>Election Opens</b> Meeting plus 5 days	Voter notices are emailed and texted to voters. Postal notices and ballots are mailed as scheduled. Reminders are created. Elections typically run 1 to 2 weeks, depending on voter list size. <b>1 hour launch monitoring</b>
<b>Monitoring</b> During voting period	We oversee the election on your behalf, ensuring all voters receive notice and answer any questions. With Voter Inquiry Management, ElectionBuddy staff will receive voter questions and review any issues with your staff while ensuring voter anonymity. <b>2-10 hours depending on election size, voting period and level of assistance.</b>
<b>Results and Certification</b> Election End Date + 1 hour to 48 hours	After voting closes, view the winners and results on electionbuddy.com or with our scrutineering service, we can email an election certification report to you. You can access reports and audit details as needed. <b>1-2 hours</b>
<b>Post Election Challenges</b> Up to 30 days after results are issued	Individual voter questions and the election overall is scrutinized and monitored. Any voter concerns are addressed with the voter and you, the administrator, to ensure an impartial opinion. <b>If required</b>

## ELECTIONS AS EASY AS 1-2-3

### 1. EASY SETUP

In minutes, add election details and design the notice and ballot. Test, and have others test, too. Add your voter list and launch!

#### James Wilson

#### President

Candidates are randomly presented - Select exactly 1 of 2 candidates or choose abstain to vote for none of the candidates.

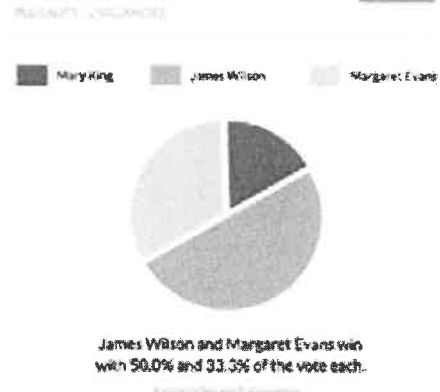
### 2. EASY VOTING

With one click, voters cast ballots on their computer, iPhone or Android phone. Onsite kiosks and mail-in ballots are supported, too.

### 3. EASY RESULTS

Winners and results are tallied automatically. View and export reports and graphs or share results with voters directly from ElectionBuddy.

#### Executive Board



## KEY FEATURES

### VOTER NOTICE AND VOTING METHODS

**Notify voters** by email, cellphone and mail. Or, link to your website and e-newsletter. DomainKeys and Sender Policy Framework are used so notices reach voters and are not marked as spam.

**Voting methods** allow voters to vote electronically using their phone, tablet, computer, or onsite at a kiosk. Or, paper ballots and return postal ballots work great too!



### NOMINATIONS

Nomination forms are fully customizable and can capture pictures, biographies, statements along with questions specific to your vote. Questions can be shown or hidden depending on previous answers. And multiple languages are supported too!



### MULTIPLE VOTING SYSTEMS

Collect choices and calculate winners using plurality, preferential, cumulative, or approval voting systems, or calculate yourself. Surveying is supported with comments, questions and scored voting that facilitates a Likert scale from 1 to 5 or NA, to ensure questions are appropriate.

Candidate 1	///	1st
Candidate 2	////	2nd
Candidate 3	/	3rd

Candidate 1	<input type="radio"/>
Candidate 2	<input checked="" type="radio"/>
Candidate 3	<input type="radio"/>

### FULLY CUSTOMIZABLE

**Editable Voting Process** add your logo, edit notices, ballot, ballot review and voter confirmation screen. Add multiple languages, too!

**Tailorable Candidate Profiles** customize a biography and candidate contact information, and upload a candidate photo to help voters decide.

**Write ins** allow voters to vote for a choice not on the ballot – they can add their own choice!

#### William White

Add a photo

Enter your profile text here

Up to 150 words is suggested. Examples: elen to a blog, website, Facebook or Twitter.

Save

Fullscreen
Remove profile

### ADVANCED TALLYING

**Weighted Votes** some voters get more votes than others – great for homeowners’ associations, or condo boards or voting proxies.

**Voting Groups** a portion of voters vote on certain positions - ex. Seniors vote for class rep, everyone votes for school president.



## SECURITY

**Anonymous voting** all votes are confidential and cannot be seen by others. We use 256-bit encryption – the same as major banks.

**Authentication** personal voting keys are created and can be used once. Add a second password or confirm identity by phone, or tie into your own authentication mechanisms.

**Election Audit** voters and ballots are logged to ensure that votes are correctly tallied and to eliminate fraud. Results are observable and verifiable.



## VOTER LIST MANAGEMENT

**Voter Verification** receive automatic bounce notifications for invalid or changed emails and view if voters haven't voted.

**Automatic Reminders** schedule emails or text messages to voters who haven't voted to increase voter turnout without extra work.

**Fully auditable** voter lists, ballots, and keys are tracked to secure results from tampering or editing.

21 of 21 voters shown

ID	STATUS
21	Not Voted See Feb 17 2017 11:51am Added on Feb 15 2017 12:51pm
01	Voted Key Satisfied Feb 15 2017 12:52pm
02	Spilled Spilled on Feb 15 2017 12:52pm
03	Key Satisfied Satisfied Feb 15 2017 12:52pm
04	Voted

## RESULTS AND REPORTS

**Share Results** winners are shared with voters by email, text message, or on your website. Or, keep results private – it's up to you!

**Multiple Reports** results summaries and winners are provided with graphical charts, too. Additional reports include voter IP location, vote-by-vote reports, and voter audit reports. All reports, including graphs, can be downloaded.



## MANAGED SETUP AND ADMINISTRATION

**Election creation** add election details, design your ballot, design and schedule notice methods, and add your voter list.

**Test until you're ready** share test ballots with your supervisor, sample voters, and key stakeholders to ensure process buy-in and election perfection.

**Multiple Administrators** your departments, chapters or local branches can manage their own elections under your account. You can even grant election access to external stakeholders for observation and review.



## NOTIFY EVERY VOTER

### 1. EASY ELECTRONIC

ElectionBuddy offers email notice for those users who prefer computers and text message notice for mobile voters. Or integrate voting notice with your own systems via merged voting keys or automated ballot issuance.

#### James Wilson

TEXT MESSAGE



James may not know how to crunch his way to great abs, but he sure knows how to crunch his way to a balanced ledger.

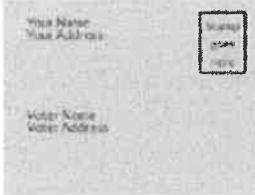
SEND PAUSE STOP

2019-2021  
Executive  
Director Election

Scan the QR code below  
using your phone to  
vote



For a full description of the  
election process, visit  
www.tonyard.com



### 2. MAGIC MAILINGS

Postcards are a cost effective way to ensure notice for all voters, and mail them only to those who haven't voted electronically to save on postage. And paper ballots can be mailed by voter request, removing the expense of mailing every voter a first-class letter with return envelope.

### 3. EASY INTEGRATION

Use your own systems to notify voters, such as e-newsletters, providing voting keys on your invoices or billing statements, printed letters or any way you can think of. Even with multiple notices, ElectionBuddy ensures that each voter votes once, ensuring your election has integrity.

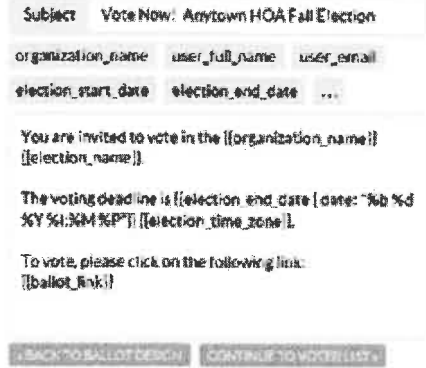
invoice		ARIZONA EAST HOA
<b>Invoice To:</b> Steve Wilson 1234 N. W. Avenue, #100 Phoenix, Arizona 85016		<b>Invoice Number:</b> 456789 <b>Invoice Date:</b> 2021-05-01
<b>Invoice Summary</b>		
Description 2021-2022 Executive Director Election		Price
1. 2021-2022 Executive Director Election		\$100.00
2. 2021-2022 Executive Director Election		\$100.00
<b>Total</b>		<b>\$200.00</b>
Payment Due: 2021-06-01		Total: \$ 200.00 Balance Forward: \$ 0.00

## VOTING IS AS EASY AS 1-2-3 TOO!

### 1. EASY NOTICE

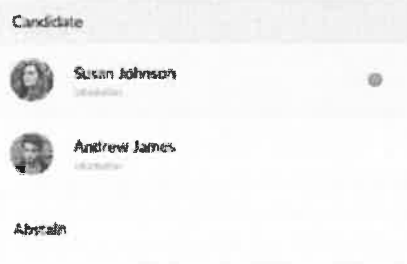
Involve voters in your election with custom emails, text messages, postcards, or mailed ballots. Or, integrate with your existing systems for a seamless experience.

#### Email Notice



#### President

Candidates are randomly presented - Select exactly 1 of 2 candidates or choose abstain to vote for none of the candidates.



### 2. EASY VOTING

With one click, voters cast ballots on their computer, iPhone or Android phone. Onsite kiosks and mail-in ballots are supported, too. You can even vote on multiple issues on a single ballot.

### 3. EASY CONFIRMATION

Each voter receives confirmation that their vote was registered. They can optionally receive an email and a confirmation key to verify that their ballot was properly included and tallied without being tampered.





## SETUP AS EASY AS A-B-C

### A. EASY BALLOTS

Use an intuitive and flexible interface to add issues and candidates to your ballot. Customize your election with a comprehensive set of features, including plurality, voting by preference, write-ins, and randomization.

#### James Wilson

SOFTWORLD



James may not know how to crunch his way to great abs, but he sure knows how to crunch his way to a balanced ledger.

SHARE FOLLOWER RESOURCES

#### Email Notice

Subject: Vote Now! Anytown HOA Fall Election

organization\_name user\_full\_name user\_email

election\_start\_date election\_end\_date ...

You are invited to vote in the {{organization\_name}}  
{{election\_name}}.

The voting deadline is {{election\_end\_date | date: "%b %d %Y %I:%M %P"}} {{election\_time\_zone}}.

To vote, please click on the following link:  
{{ballot\_link}}

[← BACK TO BALLOT PERSON](#) [CONTINUE TO VOTER LIST →](#)

### B. EASY NOTICE

Involve voters in your election with custom emails, text messages, postcards, or mailed ballots. Or, integrate with your existing systems for a seamless experience.

### C. EASY VOTER LISTS

Effortlessly add your voter list, group voters by type, and track who's turned in their ballot so you're always on top of your election.

#### Voters

Status: ALL PAID UNPAID COMPL

Type: ALL EMail

4 of 5 voters shown. The status of the most recent 1 voters is hidden until previous is completed. Learn more

ID	GROUP	STATUS
1	Chartered	Signed <small>2021-04-07 10:00 AM</small>
2	Business	Not Voted <small>2021-04-07 10:00 AM</small>
3	Personal	Not Voted <small>2021-04-07 10:00 AM</small>
4	Personal	Not Voted <small>2021-04-07 10:00 AM</small>
5	Business	Not Voted <small>2021-04-07 10:00 AM</small>

## SECURITY

ElectionBuddy is designed at the core to maintain election integrity. This includes:

- **Establishing a secure link using 256KB SSL** between the voter computer and the ElectionBuddy servers. This is the same security that banks use.
- For secret ballots, **keeping the voter choices anonymous** and are not linking the choices to the voters themselves. Through obfuscation, we ensure that the voter list can't be watched and compared to summary election results, and the results can be hidden until the election is completed.
- **Allowing only eligible voters to vote** using anonymous access keys and offering 2 factor authentication even higher security, either by asking for a password or sending a code to the voter's cellphone.
- **Ensuring certifiable results** by preventing and monitoring tampering. For each vote, a hash code is created from the voter choices and voter information, shared with voters and stored in a separate log file. The hash code is recreated when the results are tallied, and the code is published to voters and compared to the log file. As long as the hash matches the one received by the voter at the time they voter, the results are valid. This also creates a voting mechanism that is verifiable and observable.

## SECURITY PROTOCOLS

ElectionBuddy has implemented strong security protocols using PCI standards as our benchmark. A PCI audit is performed annually with internal security processes performed quarterly. This ensures that our risk profile is low while our security profile is strong. We are happy to provide details of our PCI audits upon request.

Election data is managed and treated with the same level of security and sensitivity as credit card information. This ensures ballot submission is secure and encompasses all third-party requirements:

- Secure integration with your voter database, membership management system or website. Using our published API, you can authenticate voters using your own credentials, programatically create a key that allows only eligible voters to vote, and sent back voter status. This allows integration and authentication of voters using identity provider protocols and systems such as LDAP, OAUTH, or SAML from membership databases, student information systems, and single sign-on systems.
- Compliant with Standards on Accessible Information (AODA), with information access and protection of personal privacy principles and practices, and with all bylaw, legal, audit, and government requirements and standards.
- Ability to produce confirmations onscreen, via paper and email for votes and fee receipts.

## SECURITY THAT MEETS STRINGENT GUIDELINES

ElectionBuddy can be set up for elections that require the highest certification. We have worked with the US Department of Labor to ensure that our voting process meets their stringent guidelines:

- 256KB encryption for the communication channel between the browser and our server (direct, secure link).
- Compliance with multi-national legislation based on PIPA, POPEA, GDPR and CANSPAM.
- Credentials do not include identifying mechanisms (Access key nor the password is known by voter)
- Voter credentials are not shown in the web browser URL.
- Voter choices are not shown on confirmation, which prevents secrecy violations, voter coercion from the results, and or vote buying/selling.
- Storage of a separate ID during the vote to facilitate ballot spoilage:
  - Vote-by-vote results can be set to not be surfaced during the election.
  - ElectionBuddy staff cannot link the voters to voter choices, nor access the development environment. SSH Keys are issued to developers only.
  - All access by ElectionBuddy developers is logged.

- Removal of the ID after the completion of the vote to provide summation and tallies but not allow linkage of the voter choices:
  - After the vote is completed, the voter's choice is completely obscured.
  - Each voter receives an ID of the vote, which maps to the "hash" of the vote. This hash is recreated at the time of the results, and can be compared to by the voter in the voter audit report.
  - The voter audit report can be made public for certification.
- Post-election review includes examination of key metrics to see if voter choices or unusual activity has a material impact on the election outcome. If the winning margin is greater than the total number of spoiled votes + surfaced keys + additional voters, then the vote is fully certifiable, as it is not materially impacted.

## TWO-FACTOR AUTHENTICATION PROCESS (2FA)

To ensure that the voter is properly identified and that the correct voter is accessing the ballot, two-factor authentication can be employed in one of **two** ways:

- A voter uses a secure log-on, using an access key issued as part of the voter notice, along with a password for login credentials based on inherently-known authenticators. An example of inherently-known authenticators would be an organization membership ID.
- Alternatively, if cellphone numbers are registered, the voter can be text-messaged with an authentication code to ensure that the voter eligible to vote is the one actually voting.

## DATA BACKUP AND RELEASE SCHEDULE

ElectionBuddy uses state-of-the-art data centres as part of our commitment to PCI compliance, with redundancy built into our distributed delivery architecture. Data is backed up on a daily basis and can be recovered for any failovers that are outside of our hosting provider's control. We also have the ability to transfer and clone to fail-over data centres in the event of natural disaster at a primary location. It's the essence of SaaS – we use it ourselves!

Our release cycle is every 30 days for minor changes along with bi-monthly releases. Code refactors and user experience changes are reviewed to ensure that the application is infused with the latest and greatest standards. This results in a repeatable, demonstrable release cycle to give a predictable roadmap. When we release the new features, they are instantaneously available for all our customers.

## RESTRICTIONS ON ACTIONS PERFORMED

As a SaaS offering processing within the service is performed within the ElectionBuddy secured cloud and outside your facilities. Content captured from the use of the ElectionBuddy services – both metadata (i.e. details, ballots, notices, voter lists) and transactional information (submitted ballots with voter choices and the related reports) – are stored in the ElectionBuddy database within the secured cloud. Such data is encrypted and only accessible to the authorized administrator(s) or voter(s).

Restrictions are in place on the ability to modify the original submission, i.e. editing or annotating after a ballot is submitted) are not possible. Ballots must be spoiled and new ballots issued (if this is permitted within the election type.)

Elections and the associated elements (branding, ballots, notices, settings) are managed and modifiable only by the authorized administrators. Once an election is launched, edits cannot be performed by the election administrator to ensure election integrity and prevent the manipulation of the vote.

## DESTRUCTION OF RECORDS

Administrators can delete elections on demand which deletes the related data. Data is initially encrypted and re-scrambled upon deletion so as to be irretrievable.

## TIME-OUT FEATURE FOR WORKSTATION INACTIVITY



Administrators are automatically logged out of the administration area. After submitting their vote, voters cannot access their ballot again; the key is destroyed. When using ElectionBuddy in kiosk mode for onsite poll station voting, the kiosk automatically refreshes at an administrator-determined interval to ensure voter choice anonymity.

## COMMON QUESTIONS

### How are photos, bios, and videos of candidates included as part of the online ballot?

ElectionBuddy offers you an option to upload information and pictures of candidates, and this information will appear beside each choice for the voter to review while voting. You can add text, links, or other details about the candidate, along with a photo. Videos can be referred to using links as well.

### Do online ballot and paper ballots appear the same or similar?

Yes, the online and paper ballot would appear similar if paper ballots are used.

### How is election integrity maintained?

ElectionBuddy keeps your ballot secured to ensure the election's integrity. We use the following measures for ballot security & election integrity:

- Ballots are encrypted using SSL encryption. This is the same security and encryption banks use.
- Ballots are kept anonymous. Each ballot is tied to a unique access key, rather than a voter's name or ID. This means no information about the voter is stored with the ballot and there is no way to determine which voter cast which ballot.
- Administrators can see WHO voted, but not their individual voting choices. Votes are summarized to show the winners and how many votes were received for each choice on each position or question.
- Ballots can only be cast once. The unique access key is tracked, and is marked as completed to ensure that each ballot is submitted only once.
- Voter information is tracked (IP address, voter details) to allow for voting audits.
- Voters cannot cast votes after the pre-determined deadline (election end date).

### What are the postal specifications?

ElectionBuddy sends notices on 4"x6" postcards and paper ballots on 8.5"X11" white paper stock. Postage is included in the pricing for both postcard notices and paper ballots.

### What is ElectionBuddy's voting capacity?

We have handled elections as large as 100,000 voters.

### For election services, what is ElectionBuddy's schedule adherence?

You will set the dates of your election, including voting start date, voting end date, and reminder dates. We will meet those dates. Setup times are dependent on your ability to gather the information and test/review the setup. We would suggest that you plan for other staff and a subset of voters to review your ballot as well - this ensures a smooth election!

### **Can ElectionBuddy be used to stage voting periods?**

ElectionBuddy gives you a considerable cost-saving opportunity by offering you the ability to start your electronic votes ahead of time to try and get electronic votes before sending a paper ballot to those that haven't yet voted. This ensures that:

- Voters do not have to opt-in to a process that they don't understand (electronic voting).
- Voters don't have to learn the system or test it prior to the vote. While you may have (and we strongly encourage you to) practiced voting, our experience has been that people don't like to test — they just expect it to work.
- Voter notices reach everyone in the manner they prefer, and they can vote in the same manner that they were reached.

### **How does ElectionBuddy authenticate voter identity?**

We can bind the voter's data with their membership ID, which is already identified and verified. To increase security, ElectionBuddy offers two-factor authentication, which ensures voters enter a passcode that is unique to them. This can be an inherently-known credential, like a membership ID, or voters can receive a text message on their mobile phone to confirm that the right voter votes.

### **How does ElectionBuddy validate and protect voter ballots?**

To ensure the validity of the ballot being cast, ElectionBuddy ensures that the vote is not altered during electronic transmission by encrypting the connection between the voters' web browser and the ElectionBuddy server using SSL encryption. This is the same security that banks use. Ballots can only be submitted once, and the access key is spoiled after use. The vote process is logged and compared to the results to protect against results-tampering, and to detect and audit intrusions.

### **Are multiple ballot formats available?**

ElectionBuddy is tablet and smartphone-compliant, and is cross-browser and cross-device compatible. Your voters can vote using any type of tablet device/smartphone/computer and laptop. ElectionBuddy also supports a paper ballot process.

### **What occurs when an email address is shared between voters?**

ElectionBuddy requires that a ballot ID be identified for each individual voter so that a unique key is created to properly track the voters.

### **How are write-in ballots supported?**

Election setup can be configured for each position or question to allow voters to cast their own choices that are not on the pre-defined slate.

### **How are comments and feedback tracked?**

Comments can be added to referendum questions to allow voters to add free form textual answers.

**How can elections be run with both paper ballots and electronic ballots?**

When a combination of paper ballots and electronic voting is used, ElectionBuddy provides an easy mechanism for entering paper ballots so that the results can be added to the electronic votes. Because each voter has a unique key, if a paper ballot is issued to a voter, and the voter votes electronically, the paper ballot will be disqualified automatically and will not be able to be submitted.

**Does ElectionBuddy offer results certification?**

Our brand promise is to provide an election result that has integrity, ensures anonymity, and can be verified by external parties.

**Does ElectionBuddy store electronic votes for recount, inspection, and review purposes?**

ElectionBuddy maintains voting records for at least 7 years, unless deleted by the election administrator.