



NEWS RELEASE

# SmartStop Self Storage Launches Mobile App to Enhance Customer Experience

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LADERA RANCH, Calif.--(BUSINESS WIRE)-- SmartStop Self Storage REIT, Inc. ("SmartStop" or the "Company"), a self-managed and fully integrated self-storage company, is excited to announce the launch of its new SmartStop Self Storage Mobile App. Designed to provide convenience and flexibility, the app has been rolled out to select markets and will be available to all 210 SmartStop locations across the United States and Canada by March 2025.

The SmartStop Self Storage Mobile App allows customers to manage their storage experience directly from their smartphones. Key features include the ability to manage accounts, remotely open gates and doors, and even rent new storage units—all from the convenience of the app. By streamlining these processes, SmartStop continues prioritizing a seamless and user-friendly customer experience.

"At SmartStop, we are always looking for ways to enhance the customer experience, and our new mobile app is a perfect example of how we leverage technology to do just that," said H. Michael Schwartz, Chairman and CEO of SmartStop. "This innovative tool provides customers with unparalleled convenience and flexibility, reinforcing our commitment to making self storage as simple and stress-free as possible."

The app represents another milestone in SmartStop's efforts to embrace technology and meet the evolving needs of its customers. From online account management to touchless access features, the app empowers users with tools to make their storage experience more efficient and intuitive. The SmartStop Self Storage Mobile App is available for download free of charge on iOS and Android devices in the Apple and Google app stores.



## About SmartStop Self Storage REIT, Inc. (SmartStop):

SmartStop Self Storage REIT, Inc. ("SmartStop") is a self-managed REIT with a fully integrated operations team of approximately 560 self-storage professionals focused on growing the SmartStop® Self Storage brand. SmartStop, through its indirect subsidiary SmartStop REIT Advisors, LLC, also sponsors other self-storage programs. As of February 7, 2025, SmartStop has an owned or managed portfolio of 210 operating properties in 22 states, the District of Columbia, and Canada, comprising approximately 151,000 units and 16.9 million rentable square feet. SmartStop and its affiliates own or manage 38 operating self-storage properties in Canada, which total approximately 32,900 units and 3.4 million rentable square feet. Additional information regarding SmartStop is available at [www.smartstopselfstorage.com](http://www.smartstopselfstorage.com).

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