

# Resident Benefit Package

## RENTERS INSURANCE POLICY



### What is Renters' Insurance?

Renters insurance is a policy that provides protection for damages you cause to your home and can also include personal liability coverages and/or coverage for your belongings. Policies and coverages will vary.

### Do I need renters insurance?

Per your lease agreement, Opuient Property Management requires you to furnish insurance to protect the home/unit. A quality affordable policy may be included as a part of your resident benefits package.

### What's covered under the Resident Benefits Package policy?

\$100,000 of property damage, \$100,000 of personal liability, and \$25,000 of dog bite coverage if you have a registered animal. Your policy also may include \$10,000 contents coverage. If not and you would like a policy that includes contents coverage, you can easily buy or upload one that does at [insurance.residentforms.com](https://insurance.residentforms.com).

### How do I pay for my policy?

Your monthly premium is included in your Resident Benefits Package. If you choose to purchase a customized policy, you can pay using your credit / debit card or ACH. You will get charged every month on the same day as your first transaction, unless noted otherwise.

### When will I receive the evidence of Insurance?

An EOI (Evidence of Insurance) is emailed 30-45 post enrollment.

### What type of events are NOT covered under my policy?

1. Vandalism/intentional damage
2. Pests (ie. squirrels, mice, ants, roaches, etc)
3. Flood damage
4. Wear and tear
5. Theft or misplacement of personal property
6. Your property manager's policy includes coverage for burglary. However, theft is excluded. Theft is different from burglary in that burglary relates to incidents involving forced entry into the home/unit. Theft, which is excluded, pertains to mysterious disappearances without any evidence of forced entry.
7. Natural causes (hurricanes, tornadoes, etc) If these are covered, it typically would be through the homeowner's policy.

### What extra coverages are available?

If you do not wish to automatically enroll in the standard policy as a part of your Resident Benefits Package, you can purchase an HO4 renters insurance policy and customize your coverages. Please go to <https://insurance.residentforms.com/>. Then select the "Purchase a Renters Insurance Policy" option or contact a representative if you are interested in extra coverages.

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### What are my out of pocket expenses?

Your monthly premium is included in your Resident Benefits Package. Additionally, like any insurance you will be responsible for any applicable deductible which can range from \$0 to \$500 depending on the claim type.

### Is my spouse covered?

The Resident Benefits Package policy will cover the residence up to the specified policy limits. If you choose to purchase a customized policy instead of opting into your property manager's policy, your spouse would be automatically covered as an additional insured.

### Is my roommate covered?

The Resident Benefits Package policy will cover the residence up to the specified policy limits and would apply to roommates as well. If you choose to purchase a customized policy instead of opting into your property manager's policy, roommates are NOT automatically covered. Roommates can be added as additional insureds for an incremental premium.

### Can I keep my policy if I move?

If you are enrolled in your property manager's policy, please contact support for questions about transferring coverage. If you have purchased a separate policy or have a third party policy you can transfer coverage upon your move. Please reach out to your carrier to update your address.

### Can I switch over if I already have an active insurance policy?

Yes, if you would like to enroll in the Resident Benefit Package policy, let us know and you will be enrolled automatically. If you would like to purchase a new policy, please call your current carrier to cancel your existing policy. Make sure there is no lapse in coverage dates when making the change.

### If I report a loss or have bad credit, will my premium be affected?

A credit report is not run during the time you purchase your property manager's policy and has no effect on your premium rate.

### How do I make a claim?

Fill out the online claim form [filemyclaim.io](https://filemyclaim.io)

Include the following information:

- Your Name/Contact
- Address
- Management Company Name
- Description of loss

\*If you have a third-party policy, please contact your carrier to submit a claim.

### Who can I contact for more information or assistance?

General Support and Questions Regarding your Resident Benefit Package Insurance

- Email: [insurancesupport@secondnature.com](mailto:insurancesupport@secondnature.com)
- Phone: 252-542-5430