

# Pest Assurance Owner FAQs

**Q:** What is Pest Assurance?

**A:** Pest Assurance, powered by Pest Share, is an effective, reactive, and targeted approach to pest control in full replacement of overall less effective, traditional, preventative programs.

**Q:** Who is Pest Share?

**A:** Pest Share is a SaaS (Software as a Service) company offering an innovative pest control solution to Property Managers with retention of your high-quality residents and the overall protection of your investment in mind. Gone are the days that residents leave pests unattended in fear of being held financially responsible for notoriously expensive treatments.

**Q:** Is Pest Share a pest control company?

**A:** No, Pest Share is the operational conduit with an expansive service provider network that enables service for your property when visible pests are reported. Pest Share takes care of the coordination, quality assurance, and payment when servicing Pest Assurance covered pests.

**Q:** How is service requested?

**A:** Pest Assurance is designed to empower your residents to maintain a pest-free home - simply! Requests are made at [PestShare.com](https://PestShare.com) in just minutes. Simple, indeed!

**Q:** How often can service be requested?

**A:** Pest Assurance provides up to four (4) services, with a maximum of three (3) covered pests in a 12-month period; each service has a 30-day warranty from the completion of the service.

**Q:** What pests are covered in my Pest Assurance program?

**A:** Pests included in your Pest Assurance program are carefully selected by your management company often based on geographical and otherwise notorious “usual suspects”.

**Q:** What if service is requested for a pest not covered by Pest Assurance?

**A:** After the claimant identifies the pest(s), the software matches that pest with your coverage. If the pest is NOT included in your coverage, they will see a message informing them that it is not covered. The resident will be provided with the options to either; proceed to request a quote with the understanding they would be the financially responsible party for the service of the pest, or deselect the pest before continuing. They will then be able to move forward to submit the claim for other pests as needed. Pest Share will ensure that your management company is promptly notified if any wood-destroying organisms, such as termites are reported, and if services such as rodent sanitization, proofing, and exclusion is required.

**Q:** Who pays for Pest Assurance and how much does it cost?

**A:** Just as what pests included are carefully selected by your management company, the program cost and who pays for it is at their discretion; we recommend connecting with them

