

second nature®



**RESIDENT BENEFITS PACKAGE**

# **Frequently Asked Questions**



## Who is Second Nature?

Second Nature works with professional property managers to deliver top-tier resident experiences to over 1M residents nationwide. As a trusted partner, they power many aspects of our resident benefits package behind the scenes, ensuring a smooth and enjoyable experience for all.

## What is an RBP?

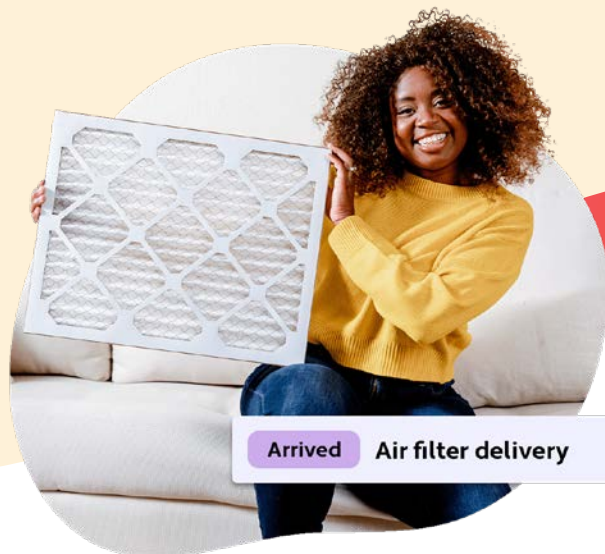
The Resident Benefits Package (RBP) is a suite of services designed to provide savings, convenience, and professional services to all residents.

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Visit [secondnature.com/residents](https://secondnature.com/residents) to learn more or reach out to [residenthelp@secondnature.com](mailto:residenthelp@secondnature.com) with questions.

## FREQUENTLY ASKED QUESTIONS

# Air Filter Delivery



### **Why is it important that I change my air filter regularly?**

Regularly changing your air filter greatly reduces HVAC issues and repairs. A clean air filter allows your system to use less energy on a daily basis, leading to a 10-15% reduction in energy costs. By changing your air filter when you receive a new shipment, you'll remain in compliance with your lease agreement and have cleaner air for you and your family.

### **When will I receive my air filter?**

Filters are shipped by Second Nature on a regular cadence to our residents. Your first shipment should arrive within the first 30 days of your move in date.

### **What kind of air filters does Second Nature send?**

Second Nature supplies quality, MERV 8 rated filters which arrive with instructions on how to change your air filter, advice on where your air filter may be located, and direct access to Second Nature's customer service number.

### **I use high rated filters in my home due to a medical need, can I receive a higher rated filter?**

Second Nature will be happy to upgrade the quality of your filter. Please email their customer care center at [residenthelp@secondnature.com](mailto:residenthelp@secondnature.com).

### **My filter shipment was lost, damaged, included the incorrect size/quantity, what do I do?**

Second Nature will gladly send you a free replacement. Please email their customer care center at [residenthelp@secondnature.com](mailto:residenthelp@secondnature.com).

## FREQUENTLY ASKED QUESTIONS

# Resident Rewards



### What is Piñata and how does it work?

Rent day is now rewards day. With Piñata's Resident Rewards program, you'll earn gift cards and substantial savings just for signing up. Pay rent on time to earn Piñata Points, redeemable for discounts and virtual gift cards in the Piñata Marketplace via the mobile app or their website.

### How do I set up my rewards account?

Shortly after you've signed your lease and moved into your home, you'll receive an email from Piñata, our rewards partner. Simply follow the instructions to access your rewards account.

### How do I earn rewards?

You'll be greeted with an initial reward of Piñata Points which you can use for in-app purchases or towards virtual gift cards to retailers like Amazon, Target, Apple, and more! You'll receive additional rewards with greater usage and with each timely rent payment.

### How do I use my rewards?

Log into the Piñata app or website to view your rent due date and amount. Watch your Piñata Points grow with each on-time payment, and redeem them for rewards in the Marketplace tab whenever you're ready.

### I'm having an issue with the Piñata app, how can I resolve this?

Piñata offers a chat feature which links directly to their customer support team.

## FREQUENTLY ASKED QUESTIONS

# Credit Building



### What is credit building?

Credit scores are used to determine creditworthiness, which impacts how favorable the terms of any loans you take out, whether it's credit cards, personal loans, car loans, or a mortgage for a home. We will monitor your on-time rent payments and report those payments to the credit bureaus, so your credit score will increase just for paying your rent on time. The best part is, we report to all three of the national credit bureaus (Experian, TransUnion, and Equifax), so that your rent payments have the maximum impact on your credit score.

Once rent payments get reported (it could take up to 90 days from your first rent payment on RBP), they'll appear as a new trade line on your credit report. The trade line will continue to show timely rent payments throughout your time living with us.

### Why are you reporting my rent payments to the credit bureaus?

For most people, housing payments are their greatest monthly expense. We think it's only fair that our residents benefit from their timely rental payments.

### What if there's multiple people paying rent? Who gets the credit score boost?

Our credit building service covers everyone in the unit that's listed on the lease, and at least 18 years of age. It doesn't matter how you're splitting up rent, or if you've got someone living with you who isn't contributing to the rent at all. As long as the full rent amount is received on time, everyone in the unit will see their credit scores improve. It's that simple!

## FREQUENTLY ASKED QUESTIONS

# Identity Protection



 **\$1M Identity theft insurance**

### What is identity protection?

Every tenant listed on the lease who is 18+ will be enrolled in Aura, which uses IBM's Watson AI to proactively keep your data safe, and alert you if there are any data breaches or suspicious activity. You'll also get \$1 million in coverage in the event of lost funds due to identity theft.

### How do I set up my account?

No action is necessary – you're already covered. As a part of our resident benefits package, you are automatically enrolled in Aura when your lease is signed. You'll receive a welcome email from Aura to set up your online account if you'd like to take advantage of even more features available to you at no cost.

### What happens if my identity is stolen?

If your identity is stolen, log in to your account at [my.aura.com/sign-in](https://my.aura.com/sign-in) to file a claim. You'll be paired with a dedicated case manager who will walk you through the steps to getting your information secured and getting you back on your feet.

### What does the \$1 million identity protection coverage entail?

Our \$1 million identity protection coverage ensures that, in the event of identity theft, you will have substantial financial support. This coverage encompasses expenses like legal fees, lost wages, and other costs associated with restoring one's identity. The goal is to ensure that if someone does fall victim to identity theft, they're not left shouldering the financial burden alone.

## FREQUENTLY ASKED QUESTIONS

# Renters Insurance Program



 **Liability and contents covered\***

### What's covered under the master 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.

### How do I know what my policy covers?

You will receive your Evidence of Insurance (EOI) and complete policy details in the weeks following enrollment. In the meantime, feel free to request a copy of the Master Policy\*\* Summary from Second Nature by emailing [insurancesupport@secondnature.com](mailto:insurancesupport@secondnature.com).

### How do I make a claim?

Go to [insurance.residentforms.com](https://insurance.residentforms.com) and click "Submit Your Claim" in the navigation bar. If you have a third-party policy, please contact your carrier to submit a claim.

### 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.

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

- Damage to the premises that is not caused by the resident
- Vandalism/intentional damage
- Pests (e.g. squirrels, mice, ants, roaches, etc)
- Flood damage
- Wear and tear
- Theft or disappearance of personal property that does not result from burglary/forced entry.
- Natural causes (hurricanes, tornadoes, etc.) If these are covered, it typically would be through the homeowner's policy.

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

If you have any questions about Second Nature's renters insurance program, email [insurancesupport@secondnature.com](mailto:insurancesupport@secondnature.com) or visit [insurance.residentforms.com/faq](https://insurance.residentforms.com/faq).

\*Contents coverage is not included in all policies and is subject to availability and choice of policy. Please refer to your policy for exact coverage.

\*\*Important Note: The Master Policy is not an H04 renter's policy. Please see policy disclosures for details of coverage.

Renters Insurance Program is provided by Second Nature Insurance Services, LLC (NPN 20224621). For questions or claims related to your Renters Insurance Program, please contact [claims@secondnature.com](mailto:claims@secondnature.com).

## FREQUENTLY ASKED QUESTIONS

# Move-In Concierge



### What is move-in concierge?

Our move-in concierge service simplifies your transition by handling all utility and service connections for you, including water, gas, electric, internet, and more. Instead of making multiple calls and searches for providers, we streamline everything into one efficient process, ensuring you get the best rates. It's like having a hotel concierge for your move-in needs.

### How does it work?

Transferring the required utilities into your name and setting up other services you may want is easy with our move-in concierge. Simply schedule a convenient time with the move-in concierge directly, by visiting [try.secondnature.com/move-inconcierge](https://try.secondnature.com/move-inconcierge). You will need to know which utilities you are responsible for transferring into your name, as outlined in your lease. The concierge team will take it from there! (This service is recommended if your move in date is 72 hours or later from receiving this notice.)





# Living well should be Second Nature

If you have any further questions please reach out to  
[residenthelp@secondnature.com](mailto:residenthelp@secondnature.com)