

## **Rental Protection Coverage Summary**

*Rental Protection is a lease insurance program offered through Zillow Insurance Services, LLC ("ZIS") and sold and administered by LeaseLock Insurance Services, Inc. ("LeaseLock"). This coverage summary is for illustrative purposes only, and the actual terms, conditions, limitations and exclusions of the insurance policy will govern. Please read your policy carefully. Claims for Rental Protection coverage will be submitted to LeaseLock and processed by LeaseLock Claims Services on behalf of the insurer and not by ZIS.*

### **Coverage Description**

Rental Protection offers landlords coverage up to the selected policy limit for certain types of losses arising out of renter default and physical damage to units caused by renters. Renter default includes unpaid rent and eviction costs. Physical damage includes damage to the unit caused by the renter, or a guest, and excess cleaning and trash removal above normal wear and tear and turn costs. Both "renter default" and "physical damage" are further defined in the policy.

### **Coverage Limitations and Exclusions**

Covered loss will be reduced by the amount of any security deposit you collect from the renter. Security deposits include any payment you require from the renter on or before the start of the lease to cover the potential for unpaid rent (including the collection of last month's rent) or physical damage to the unit (including damage caused by pets).

Rental Protection will not cover:

- Loss covered under any other available insurance.
- Loss caused by the failure of the renter to take legal possession of the unit on or shortly after the lease start date.
- Damage from normal wear-and-tear and turn costs.
- Damage to furniture or other personal property, sprinklers, landscaping, fencing, water features including pools, front yard, back yard or any other common areas.
- Any rent that has been waived, reduced, or forgiven for any reason. Some examples include amounts waived, reduced or forgiven because of:
  - Mandates from government authorities or courts,
  - Death or disability of the renter,
  - Incarceration of the renter, or
  - Military deployment of the renter.

The policy contains additional coverage limitations and exclusions. Please read the insurance policy carefully for all information with respect to the actual terms, conditions, limitations and exclusions of the policy which will determine whether insurance coverage applies to any particular loss.

### **Additional Coverage Conditions**

- You must have an executed and valid lease for the residential rental unit you wish to cover. Where available, you can create a lease using Zillow's online lease builder or you can upload your own lease through Zillow Rental Manager ("ZRM").

- The residential rental unit may not be mobile, a single room-for-rent within a rental unit, or student housing, and must be located in [Arizona, North Carolina, Colorado, Texas, or Ohio ].
- The lease term must be at least six (6) months and not greater than twenty-four (24) months.
- The renter(s) must have monthly income that is at least two times the monthly rent amount.
- You must use Zillow Rental Manager (“ZRM”) tools (Applications, Leases, and Payments) for the duration of the tenancy. Please note, use of ZRM tools is subject to the Rental User Terms, available at <https://www.zillow.com/renter-hub/terms/Rental-User-Terms>.
- You must require your renter to make at least one rent payment on ZRM’s payment tool within 60 days of the lease start date in order for coverage to be activated. Once coverage is activated you must require the renter to utilize ZRM’s payment tool for every monthly rent payment.
- You must inspect the rental unit and provide the renter with written documentation of the move-in condition (as defined by the policy) before, at the time of, or shortly after the renter takes possession. You will be required to submit a copy of such documentation, along with documentation of move-out condition of the unit, when filing a claim for physical damage.

### **Coverage Period**

The policy activates when a monthly rent payment is processed through ZRM within 60 days of the lease start date. Once activated, the coverage period will backdate to the lease start date and continue until the lease expires unless it ends sooner under the terms of the policy.

The coverage period will end before the expiration date of the lease when you notify the insurer that repossession of the unit has occurred. Repossession happens when (i) you regain legal and physical possession of the unit, (ii) the unit is sub-leased or assigned, (iii) the terms of the lease are materially changed (other than by a payment plan), or (iv) the renter transfers to another unit. The coverage period may also end early if the policy is canceled by either you or the insurer.

Your right to report claims to the insurer expires 120 days after the coverage period ends.

### **Cancellation**

You may cancel coverage at any time.

The insurer may cancel coverage with 10 days written notice for non-payment of premium. The insurer may also cancel coverage for material misrepresentation, fraudulent activity or if the risk of loss has changed substantially since the policy was issued.

### **Coverage Renewal Not Guaranteed**

There is no guarantee the insurer will agree to renew coverage at the end of the lease term if there are holdover or month-to-month renters, or if the lease is extended or renewed. After the end of the lease term, the insurer may decline to offer renewal insurance coverage, or may change terms and conditions (including renter qualifications) or monthly premium amounts.

### **Premium Payment**

You're required to pay LeaseLock a monthly premium (plus applicable surplus lines taxes and fees) (collectively, the "Premium") during the coverage period through the payments feature on ZRM. The amount of each Premium payment will be displayed on your payments dashboard, which can be accessed through ZRM.

The first Premium payment must be paid directly out of rental income you receive from the renter's first monthly rent payment on ZRM. ***If you do not receive a rent payment on ZRM from the renter within 60 days of the lease start date, the coverage will be automatically canceled, and the policy will not be issued.***

### **Claim Reporting Obligations**

You may submit only one claim per coverage period. The single claim for both rent default and physical damage loss must be submitted to LeaseLock Claims Services through the link on your ZRM's Manage Rental Protection page within 120 days following the end of the coverage period. Any claim submitted to LeaseLock Claims Services after this 120-day period may be denied.

Within 14 calendar days after repossession of the unit, or within 14 days after the policy ends or is canceled if repossession has not already occurred, you must inspect the unit and provide the renter with written documentation of the condition of the unit including a description of any physical damage caused by the renter or any guest(s) consistent with the lease requirements and local law. This written documentation is required as part of submitting a claim under Rental Protection for physical damage and applies if the coverage period has ended because the renter has vacated the unit, or if the coverage period has ended and the renter continues to occupy the unit.

When submitting a claim, you may be asked to provide any relevant documentation to evidence the claim, including but not limited to, move-in and move-out report documenting damage, dated receipts, invoices, and photos of any damage.

### **Landlord's Obligations in the Event of Physical Damage**

In the event of physical damage, you must make reasonable efforts to collect the amounts due for any repairs and mitigate any additional loss.

### **Landlord's Obligations in the Event of Rent Default**

In the event of renter default, you must send required notices of late or non-payment to the renter. Within 30 days following a renter default, you must make commercially reasonable efforts to collect unpaid rent from the renter or enter into a payment plan with the renter. If unpaid rent remains after 30 days, and the renter has not agreed to a payment plan, you're required to make commercially reasonable efforts to repossess the unit. This may include, but is not limited to, commencing an eviction, or seeking alternative remedies under the lease and applicable laws. You should check local laws or consult an attorney to better understand the remedies available. Following repossession of the unit, you're required to make commercially reasonable efforts to mitigate losses, which includes limiting the amount of any unpaid rent by re-renting the unit.

### **Payment Plan**

If a renter defaults on any rent payment, you may choose to enter into a valid payment plan with the renter for the unpaid amount. You and the renter must enter into the payment plan within 30 days following the rent default, and the payment plan must provide for full payment of the unpaid amount before the expiration of the lease term. Written documentation of such payment plan may be required as part of submitting a claim under Rental Protection.

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Zillow Insurance Services, LLC ("ZIS") is a licensed insurance producer in AZ (license no. 3001395092), CO (license no. 721581), NC (license no. 3001614207), OH (license no. 1513495), and TX (license no. 3024332). Rental Protection is sold and administered by LeaseLock Insurance Services, Inc. ("LeaseLock"), a licensed third-party insurance agent and surplus lines broker, on behalf of one or more insurance companies. ZIS is compensated by LeaseLock in connection with the sale of Rental Protection.

Rental Protection may not be available in all states or to all customers. Coverage is subject to policy terms, limitations, conditions, and exclusions. Descriptions of coverage are for informational purposes only and do not alter any insurance policy or guarantee any specific price, quote or coverage. Any insurance purchasing decisions are completely and solely your responsibility. For a complete understanding of the coverage available, please review the terms, conditions, definitions, and exclusions of your Rental Protection insurance policy.

Premium may be subject to surplus lines taxes and fees applicable in your state.