



EPM Iowa Resident Benefits Package **Summary of Communication/Contacts for Each Offering**

Please note, this document is to be used for internal communications only & is not intended to be shared with a resident. If Property Management Company has questions or needs assistance, please email your dedicated Client Success Manager at Second Nature. Residents should only contact Second Nature's Customer Care Team directly for air filter customer service as referenced below. Also, as a reminder, RBP charges should never be pro-rated to a resident as residents still receive the same level of services in their RBP whether they are enrolled in the RBP one day out of the month or the entire month.

Filter Delivery - Second Nature

- First filter shipment should arrive within one month of resident's lease beginning. After first shipment, filter deliveries will arrive on the cadence you are signed up for (30, 60, 90 days, etc.)
- 1st email to primary resident containing tracking information once shipment leaves the warehouse.
- 2nd email to primary resident once shipment is delivered.
- Customer Care #: 800.308.1186 (also included on packaging)
- Property Management Company can also email their dedicated Client Success Manager at Second Nature for requests on behalf of resident.

Disclaimer - Provisions of this document and its contents is for the purpose of an example. Second Nature cannot guarantee that this document has been legally reviewed in the state or local jurisdiction of the property management partner. The Property Management partner is responsible for identifying errors in offerings, policy, or otherwise and for adjusting the language accordingly before use.





Move-In Concierge - Citizen Home Solutions

- Provided as a courtesy to the resident if they would like assistance with connecting utilities, shopping rates for internet, TV, security, etc. Can also be used for a current resident who would like to re-shop the best current rates for internet, TV, etc. Not a requirement for the resident or Property Management Company to use.
- Link for Resident to Schedule an Appointment with a Rep - [Click here](#)
- This link can also be found on the Enrollment Notice to Resident that is provided to resident upon execution of their lease agreement.
- Should not be used for move-ins that will be occurring in the next 72 hours or less as the concierge service needs several days to be able to shop the best rates for internet, TV, security, etc. for the resident in their area.
- Cannot be used at move-out to disconnect services.

Rewards & Credit Building - Managed by Resident using Pinata App

- Welcome email from Pinata sent to all leaseholders upon RBP enrollment with invitation to download the Pinata app and create password. Emails are sent out twice per month.
- Reminder emails will be sent monthly if they have not signed up. Second Nature Client Success Manager can manually resend outside of scheduled reminders, if needed.
- Sometimes the welcome emails go to spam/junk email folders so if the resident is not seeing the welcome email, please have them check there.
- Residents should **NOT** go to the App Store or Google Play Store & download the Pinata app on their own. They **MUST** wait to receive the welcome email & download the Pinata app using that dedicated link as that's what will bring together the integration of Pinata, Second Nature, & your Property Management Company.
- Pinata waits until resident has made their first three on-time rental payments prior to completing any credit reporting. Once resident has made three on-time rental payments, Pinata will open the tradeline in resident's credit file & report these three payments. After that, Pinata will report each on-time payment on a monthly cadence.
- Contact your Second Nature Client Success Manager with questions.

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Identity Guard - Managed by Resident through Aura

- Welcome email from Aura sent to all leaseholders upon RBP enrollment with invitation to create a profile at Aura's website. All leaseholders will have standard protection of \$1 million in identity protection coverage included in their monthly RBP charge.
- Sometimes the welcome emails go to spam/junk email folders so if the resident is not seeing the welcome email, please have them check there.
- Upon enrollment, residents can add additional items to be monitored such as credit cards, bank accounts, email addresses, physical addresses, phone numbers, etc. for a separate additional cost.
- Customer Care # should resident need to work with a Restoration Specialist to file a claim: 833.552.2123

Renters Insurance - Second Nature underwritten by QBE

- The effective date that the resident's insurance policy will begin is the first date that the charge for the RBP appears on the resident's ledger inside your property management software (Appfolio, Buildium, Propertyware, Rentvine, Rent Manager, etc.) which is why it is imperative the first charge for the RBP begin on the same day their lease begins.
- An EOI (Evidence of Insurance) will be emailed directly to primary resident 35-45 days after RBP enrollment.
- This is a master insurance policy so all residents enrolled will have the same policy number. Residents will not have individual policy numbers like a traditional third-party renters insurance policy through an insurance carrier such as State Farm, Geico, USAA, etc.
- If your RBP includes liability only coverage through Second Nature, the Master Insurance Policy # for your residents will be RML5876821.
- If your RBP includes liability & personal contents coverage through Second Nature, the Master Insurance Policy # for your residents will be RML5876841.
- Claims Process - Please refer to the separate document provided to you titled, "Second Nature Insurance File a Claim Info" for instructions.
- Customer Service Email: insurancesupport@secondnature.com
- Customer Care Phone #: 800.673.1289
- General FAQ's - [Click here](#)

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