

# Claim Coverage Cheat Sheet

## Steps to Confirm Before Adding a Property for Coverage

### ✓ Pre-Coverage Checklist

#### For New Tenants:

- They qualify right away but only if coverage is placed the month of move-in and the criteria below are met. **If not and coverage is placed later**, they will be considered existing tenants and will be subject to the existing tenant conditions.
- Ensure all financial obligations—including security deposits, fees, and first month's rent—are paid in full prior to move-in.
- Unpaid financial obligations at the time of move-in will result in claim denial.
  - This includes payment arrangements on the security deposit or on partial rent payments. (example, two months to pay the security deposit)

#### For Existing Tenants:

- Tenant must have paid rent on time (per the policy language) for the prior two consecutive months before adding coverage.

#### A. Arrears at Master Policy Commencement – Existing Tenancies\*

If the **tenant's rent** payments were in arrears as of the **rent due date** by 6 (six) days or more in the 2 (two) months immediately prior to the Master Policy Effective Date, then this Master Policy will not pay a claim for loss of **rent** from an Insured Event with respect to such **tenant**.

Once the **tenant** subsequently brings their **rent** out of arrears by paying their **rent** timely which means within 5 (five) days of the **rent due date** (excluding further grace periods) for 2 (two) consecutive months, this limitation will no longer apply to a future claim.

- If this is not the case, do not add the property until the payment history meets this standard to avoid claim denial.

### 💡 Tips to Maximize Claim Payout

- **Avoid side payment arrangements with delinquent tenants.**
  - *These can compromise claim eligibility and reduce payout potential.*
- **File for eviction within 15 days of the tenant's missed payment.**
  - *Delays may lead to a denied or reduced claim.*

#### B. Delinquent Rent Notices or Eviction Orders\*

We may reduce or deny a **certificate holder's** loss of **rent** claim if the **certificate holder**:

1. Fails to issue written notices as prescribed by the laws or statutes of the state in which the **property** is located for payment of **delinquent rent**;
2. Fails to file for an **eviction order** due to **delinquent rent**; or
3. Fails to pursue a **writ of possession** if the **tenant** fails to make the scheduled **rent** payments in the **eviction order**, or fails to vacate the **property**.

If laws in the state in which the **property** is located allow a **certificate holder** to send formal notices advising the **tenant** that failure to pay outstanding **rent** may result in eviction, then the **certificate holder** must exercise those rights in accordance with the time-period allowed. If the only process available to the **certificate holder** is to file for eviction when the **rent** is **delinquent**, then the **certificate holder** must file for eviction within 15 (fifteen) days of delinquency, not including any additional grace period. If the **certificate holder** does not file by the 15th (fifteenth) day, the claim will be reduced by the number of days by which the filing was delayed.

If the **certificate holder** makes a filing error which requires the eviction filing to be resubmitted, then the claim for loss of **rent** will be reduced by the amount of time that elapses between the first attempt and subsequent successful filing.

### 👍 Pro Tip: When uncertain, connect with the SureVestor team before taking any action that could impact coverage.

Proper documentation and strict adherence to policy procedures are essential for a smooth and successful claims process.

\*Actual policy language for reference.