Tenant Portal Guide

Copyrights

PURPOSE

The purpose of this document is to review the features associated with the Tenant Portal.

Table of Contents

Tenant Portal

The Tenant Portal allows real-time access to lease information via the internet. From the Tenant Portal, you can:

- Review and edit contact information.
- Create and manage services requests.
- View your rental details.
- Give notice.
- Communicate with the property management team.
- Review documents shared by the owner or property management company.

Logging into the Tenant Portal

You need an email address to access your personalized portal. Your email address is your username for logging into your account. Your property manager sends an email with login instructions.

If you forget your password, use the **Forgot your password?** link to request a new password. You need to provide your first and last names and email. Enter the same email address that your property manager has on file.

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Signing up for Tenant Account

You can sign up for your Tenant Portal account at the property management company website.

From the Tenant Portal link, click the **Sign up** button.

Don't have an Account?
Signing up is easy, fast and secure.

Sign up

Fill out all the required fields and click the **Submit** button.

Note that the information you submit must match to the information on your lease file.

Signup

Signup to receive a login account

First Name	
Last Name	
Email	
Address	
Address 2	
City	
State/Province	
Zip/Postal Code	
Comments	

Submit   Cancel

After you submit, you receive an email with login instructions from your property management team.

Login to your account to access your personalized data published by the property management team.

Tenant Portal Navigation Tabs

The Tenant Portal has navigation tabs on the top as shown below. Click a tab to select it. The selected tab changes to white.

| My Account | My Rental | Maintenance | Documents | Renter's Insurance |

Your management company may change default title names for the tabs. For example, they may rename **My Rentals** to **Statements.** However, the function of the tabs remains the same.

- **My Account** — provides an overview of your profile including contact information and lets you make service requests and conversations.
- **My Rentals** — shows lease details for rentals.
- **Maintenance** — lists all your maintenance requests in a chronological order regardless of status.
- **Documents** — provides links to shared building, lease, or any other document posted by the management company.
- **Renter's Insurance** — contains information about your renter's insurance policy.

The following links are located in the upper right-hand corner of your portal and direct you to different locations.

Home | Help | Logout

- **Home** — directs you to the management team homepage.
- **Help** — takes you to help topics for the Tenant Portal.
- **Logout** — closes the session in the portal. Always log out at the end of every session to maintain the security of your account.

My Account

The **My Account** has the following buttons and sections:

- **Setup Payment Account buttons:** Setup a payment account.
- **New Service buttons**: Create new service requests.
- **Community Message:** Look at the management team message.
- **Summary:** View your lease information and make payments.
- **My Contact Information:** View and edit contact information and change password.
- **My Open Service Requests:** Review, cancel, and edit existing service requests.
- **Conversations:** Converse with your management team.
- **Renter's Insurance Advertisement:** If you haven't purchased rental insurance, you see an eRenter Plan advertisement.

Making a One-Time Payment

This option is available only if the management team has activated electronic payment. First you need to setup your payment account. The tenant portal can be set to accept automatic checking (E-Check) or credit card payments, or both. The payment methods depend upon how the management team has set up the electronic payment options for the lease.

From the **My Account** screen, click the **Setup Payment Account** button to enter your E-Check or Credit Card information.	
Select your payment method.	 **Note:** You can store both credit card and E-Check information. The selected radio button determines the payment method that is used as the default method.
If you select the **E-Check** radio button, you can enter either your driver's license or Social Security number for verification purposes.	 **Note:** The system verifies that the routing number is an active routing number. Always, double-check the account number to make sure you have entered the correct information. Failure to enter the correct information can result in a returned check.

If you select the **Credit Card** payment method, you need to complete all of the fields.	**Payment Method** E-Check ○ ⊙ Credit Card Card Number Card Verification Card Expiration 1 - January ▾ 2008 ▾ **Billing Information** ☐ Same as Contact Billing Address Address 2 City State/Province Zip/Postal Code Billing Email Save Cancel
Click the **Save** button.	Save Cancel

Once the payment account has been setup, you can initiate a one-time payment.

Step	Action/Screen
Choose the **Make Payment** option from the dropdown **Action** menu or click the **Make Payment** button from the **My Account** screen.	**Summary** | Address	Unit	Last Payment Date	Deposit Held	Total Unpaid	Balance	Action
---	---	---	---	---	---	---
43555 Grimmer blvd	-		$6,225.00	$6,225.00	$6,225.00	-- Choose -- ▾	 -- Choose -- View Detail Make Payment
Enter the payment amount and click the **Next** button.	**Payment Amount** Rental 40 Cervantes Blvd Unit 1 - Active ▾ Balance $6,225.00 Amount Enter payment amount Convenience Fee A convenience fee of will be added to your payment. **Payment Account** Payment Method E-Check Bank Name Bank Of America Confirm payment account Account Type Checking Please take into consideration that the settlement of your payment will take 3 to 4 business days. To avoid a non-sufficient funds fee, please be sure that your bank account has the sufficient funds to cover your payment. Next Cancel **Note:** Enter the conveneince fee associated with ePayment. The transaction may take 1-4 business days depending on the transaction type.

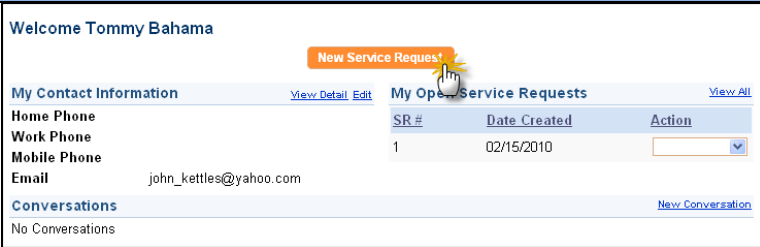| Confirm the payment amount and click the **Confirm** button to process the payment.	**Please Confirm Your Payment**
	Payment Confirmation
	Rental — 40 Cervantes Blvd Unit 1 - Active
	Amount — $6,225.00
	Convenience Fee — $3.00
	Total Amount — $6,228.00 — *Confirm Payment Amount*
	Confirm Payment Amount — [ ]
	Payment Account
	Payment Method — E-Check
	Bank Name — Bank Of America
	Account Number — XXX4567
	Please take into consideration that the settlement of your payment will take 3 to 4 business days. To avoid a non-sufficient funds fee, please be sure that your bank account has the sufficient funds to cover your payment.
	⚠ **Click Confirm Only Once!**
	[Previous] [Confirm]
	Note: To change the payment amount, click the **Previous** button. To prevent duplicate billing, click the **Confirm** button only once.

Setting up Auto Payments

Auto payments allow you to set up an automatic monthly debit from your credit card or checking account. You can choose a start date for recurring payments. You can cancel the auto payment at any time.
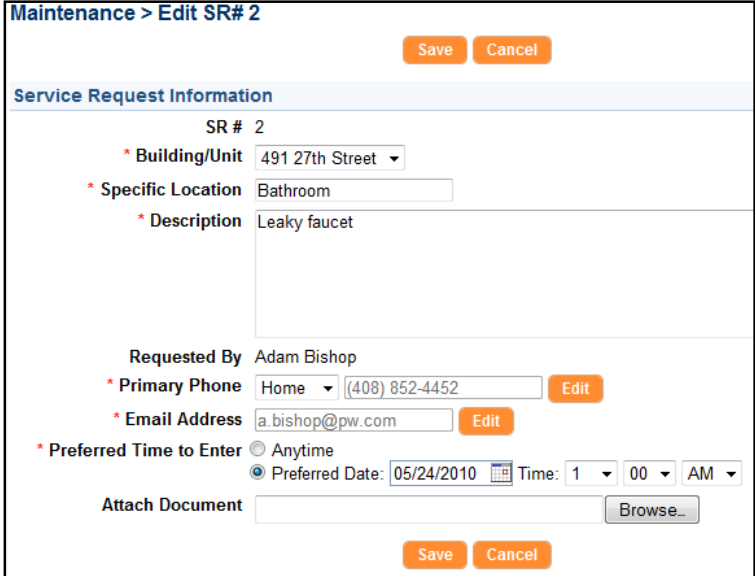
Step	Action/Screen	
From the **My Account** or **My Rental** screen, click the **Make Payment** button.	**Welcome Mrs. Allison West** [Make Payment] [New Service Request] [Auto Payment]	
Click the **Schedule Auto Payment** button.	**My Rentals > Auto Payments** [Schedule Auto Payment]	

Complete all required fields.	My Rentals > Auto Payments > New **Auto Payment Information** Rental: 40 Cervantes Blvd Unit 1 - Active Amount: $600.00 A convenience fee of $3.00 will be added to your payment. Start Date: 3/1/2010 End Date: (Leave blank to continue until Lease termination) Frequency: Monthly Pay Day: 1 Description: Please take into consideration that the settlement of your payment will take 3 to 4 business days. To avoid a non-sufficient funds fee, please be sure that your bank account has the sufficient funds to cover your payment. Next Cancel **Note:** The convenience fee is displayed under the **Amount** field.
Confirm the total amount to be paid each month and click the **Save** button.	**Please Confirm Your Auto Payment** **Confirm Auto Payment** Rental: 40 Cervantes Blvd Unit 1 - Active Amount: $600.00 Convenience Fee: $3.00 Total Amount: $603.00 Confirm Total Amount: $603.00 Please take into consideration that the settlement of your payment will take 3 to 4 business days. To avoid a non-sufficient funds fee, please be sure that your bank account has the sufficient funds to cover your payment. Previous Save Cancel

Creating a New Service Request

Creating a service request is an easy way to inform the management team that maintenance is required. You can use this feature to report a maintenance request, choose a time for the repairs, and attach any document that may be relevant to the process.

Step	Action/Screen
From the **My Account** or **Maintenance** screen, click the **New Service Request** button.	Welcome Tommy Bahama New Service Request **My Contact Information** View Detail Edit Home Phone Work Phone Mobile Phone Email: john_kettles@yahoo.com **My Open Service Requests** View All SR # Date Created Action 1 02/15/2010 **Conversations** New Conversation No Conversations

Fill in all the relevant fields: **Building/Unit**: Displays your address. **Specific Location**: Enter the location within your building or unit. **Description**: Describe the issue. **Requested By**: Displays your name. **Email Address**: Shows your email. **Primary Phone**: Choose or edit the contact phone number. **Preferred Time to Enter**: Defaults to **Anytime**. You can also select a specific date and time. **Attach Document**: Browse your computer for relevant files and attach the file to the request.	
Click the **Save** button to save and notify the management company via email.	

Important

If you leave a required field as blank, an error message is displayed. Correct the errors and click the **Save** button again.

The El

Editing the Contact Information

You can edit your contact information from the **My Account** screen.

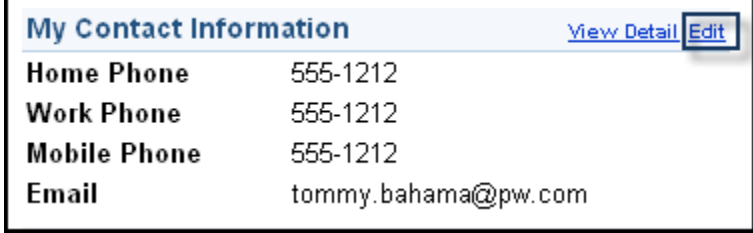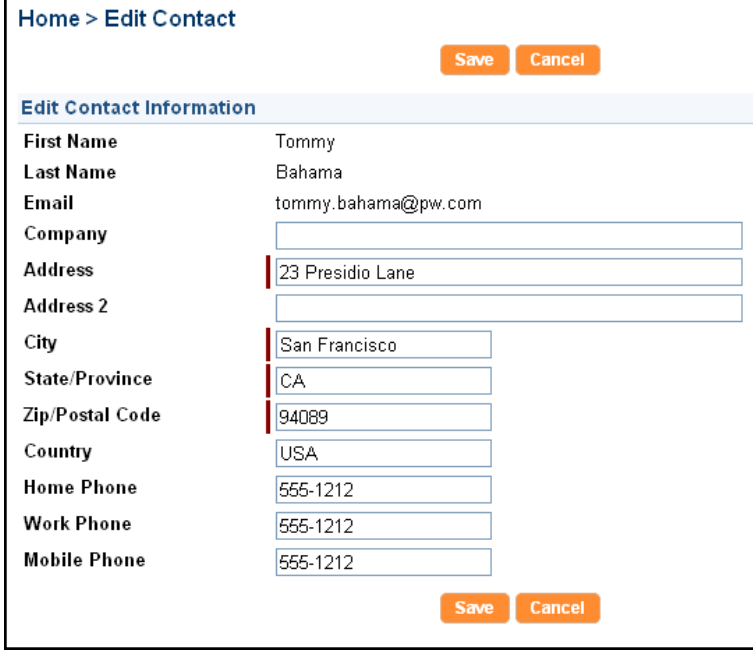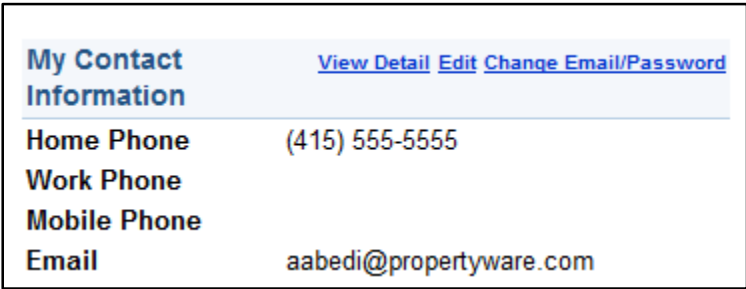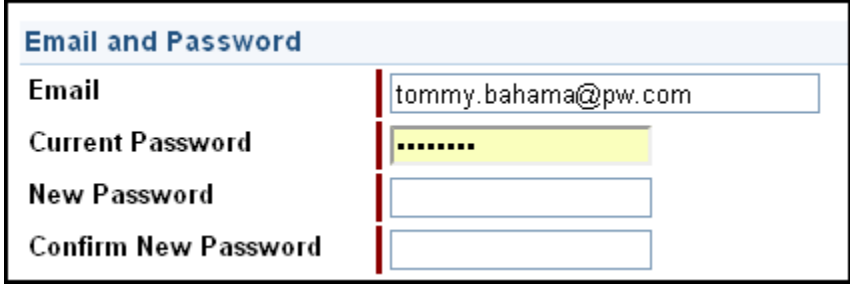| Step	Action/Screen
From the **My Account** screen, click the **Edit** link.	**My Contact Information** View Detail | Edit **Home Phone** 555-1212 **Work Phone** 555-1212 **Mobile Phone** 555-1212 **Email** tommy.bahama@pw.com
Update the relevant fields.	Home > Edit Contact [Save] [Cancel] **Edit Contact Information** First Name Tommy Last Name Bahama Email tommy.bahama@pw.com Company Address 23 Presidio Lane Address 2 City San Francisco State/Province CA Zip/Postal Code 94089 Country USA Home Phone 555-1212 Work Phone 555-1212 Mobile Phone 555-1212 [Save] [Cancel] **Note:** The name cannot be changed. The email address can be changed but not from this view.
Click the **Save** button.	[Save] [Cancel]

Changing the Email Address and Password

You can change the email address associated with your lease and password associated with the Tenant Portal from the **My Account** screen.

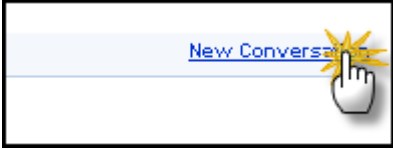| Step	Action/Screen
From the **My Account** screen, click the **Change Email/Password** link.	**My Contact Information** View Detail Edit Change Email/Password Home Phone (415) 555-5555 Work Phone Mobile Phone Email aabedi@propertyware.com
Update the email address and password.	**Email and Password** Email tommy.bahama@pw.com Current Password •••••••• New Password Confirm New Password **Note:** The current password is automatically entered in its field.
Click the **Save** button.	Save Cancel

Conversing with the Management Team

You or your management team can initiate conversations. All conversations are displayed at the bottom of the **My Accounts** screen.

Both you and the management team are notified via email when a conversation is initiated. Conversations can be used to ask basic questions that fall outside the scope of a maintenance request. It provides you an easy way to communicate with your management team.

Starting New Conversations

Both you and your management team can start a new conversation. You can start a conversation form the **My Accounts** screen.

Step	Action/Screen
Click the **New Conversation** link.	
Complete all of the fields.	 The lease will automatically display. If the tenant has more than one lease, they can select the lease in question from the dropdown.
Click the **Save** button.	

Continuing Existing Conversations

All existing conversations appear in the **Conversations** section of the **My Accounts** screen. Each time a comment is added, the recipient is notified via email. You can view the number of comments on your **Conversation**s.

Click the [Subject] link to launch the list of comments for review.

The comments are listed in chronological order, starting with the original comment on top.
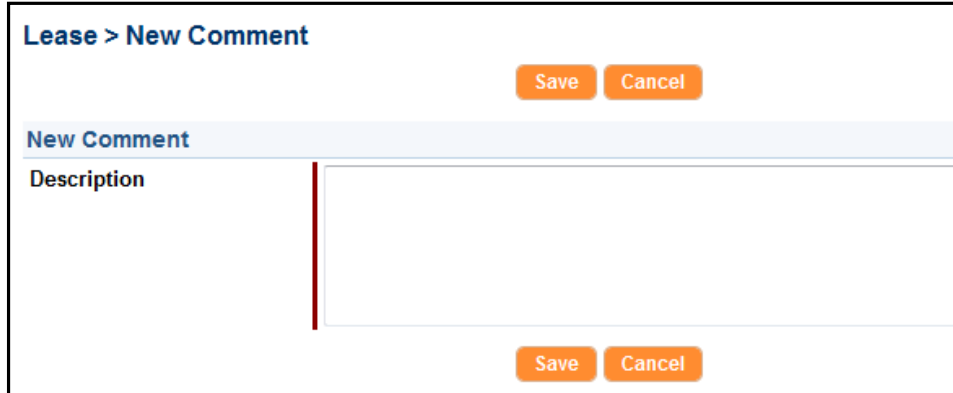

Click the **New Comment** button to reply.

Type your comment in the **Description** textbox and click the **Save** button to post the conversation.

My Rentals

The **My Rentals** screen allows you to review the details of your lease(s). Each lease includes the following information:

- Address
- Unit (if applicable)
- Last Payment Date
- Deposit Held
- Total Unpaid
- Balance
- Action dropdown

My Account	My Rentals	Maintenance	Documents	Renter's Insurance	

My Rentals

Address	Unit	Last Payment Date	Deposit Held	Total Unpaid	Balance	Action
23 Presidio Lane	-	02/22/2010	$1,500.00	$750.00	$750.00	

If the management team has enabled electronic payments, you can also manage electronic payments from the **My Rentals** screen.

My Rentals

Make Payment	Payment Account	Auto Payments

My Rentals

Address	Unit	Last Payment Date	Deposit Held	Total Unpaid	Balance	Action
40 Cervantes Blvd Unit 1	Unit 1	12/16/2009	$2,000.00	$6,225.00	$6,225.00	--- Choose ---

Setting up Auto Payments

You can also setup auto payments from the **My Rentals** screen.

Step	Action/Screen
Click the **Make Payment** button.	Welcome Mrs. Allison West [Make Payment] [New Service Request] [Auto Payment]
Click the **Schedule Auto Payment** button.	My Rentals > Auto Payments [Schedule Auto Payment]
Complete all required fields.	My Rentals > Auto Payments > New **Auto Payment Information** Rental: 40 Cervantes Blvd Unit 1 - Active Amount: $600.00 A convenience fee of $3.00 will be added to your payment. Start Date: 3/1/2010 End Date: _____ (Leave blank to continue until Lease termination) Frequency: Monthly Pay Day: 1 Description: Please take into consideration that the settlement of your payment will take 3 to 4 business days. To avoid a non-sufficient funds fee, please be sure that your bank account has the sufficient funds to cover your payment. [Next] [Cancel] **Note:** The convenience fee is displayed under the **Amount** field.
Confirm the total amount to be paid each month and click the **Save** button.	**Please Confirm Your Auto Payment** **Confirm Auto Payment** Rental: 40 Cervantes Blvd Unit 1 - Active Amount: $600.00 Convenience Fee: $3.00 Total Amount: $603.00 Confirm Total Amount: $603.00 Please take into consideration that the settlement of your payment will take 3 to 4 business days. To avoid a non-sufficient funds fee, please be sure that your bank account has the sufficient funds to cover your payment. [Previous] [Save] [Cancel]

| You are directed to the **My Rentals** > **Auto Payments** screen, confirming that the payment has been set for recurring. | |

Deleting Auto Payments

You can delete your auto payments at any time.

Step	Action/Screen
From the **My Rentals** or **My Account** screen, click the **Auto Payments** button.	
Choose **Delete** from the **Action** dropdown.	
Click the **OK** button to confirm.	

TRAINING

Editing Auto Payments

You can edit your auto payments at any time.

Step	Action/Screen
From the **My Rentals** or **My Account** screen, click the **Auto Payments** button.	**My Rentals** Make Payment Payment Account Auto Payments
Click **Edit** from the **Action** dropdown.	My Rentals > Auto Payments Schedule Auto Payment **Auto Payments** Amount — Fee — Frequency — Start Date — End Date — Pay Day — Action $600.00 — $3.00 — Monthly — 05/01/2010 — — 1 — -- Choose -- -- Choose -- View Detail Edit Delete Powered By Propertyware
Fill out the required information.	My Rentals > Auto Payments > New **Auto Payment Information** Rental — 40 Cervantes Blvd Unit 1 - Active Amount — $600.00 A convenience fee of $3.00 will be added to your payment. Start Date — 3/1/2010 End Date — (Leave blank to continue until Lease termination) Frequency — Monthly Pay Day — 1 Description — Please take into consideration that the settlement of your payment will take 3 to 4 business days. To avoid a non-sufficient funds fee, please be sure that your bank account has the sufficient funds to cover your payment. Next Cancel
Confirm the total amount to be paid each month and click the **Save** button.	**Please Confirm Your Auto Payment** **Confirm Auto Payment** Rental — 40 Cervantes Blvd Unit 1 - Active Amount — $600.00 Convenience Fee — $3.00 Total Amount — $603.00 Confirm Total Amount — $603.00 Please take into consideration that the settlement of your payment will take 3 to 4 business days. To avoid a non-sufficient funds fee, please be sure that your bank account has the sufficient funds to cover your payment. Previous Save Cancel

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Editing Payment Accounts

You can edit the account settings. You can edit credit card information for making payments or change your default payment option.

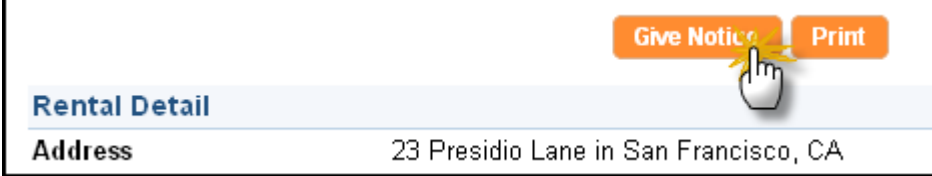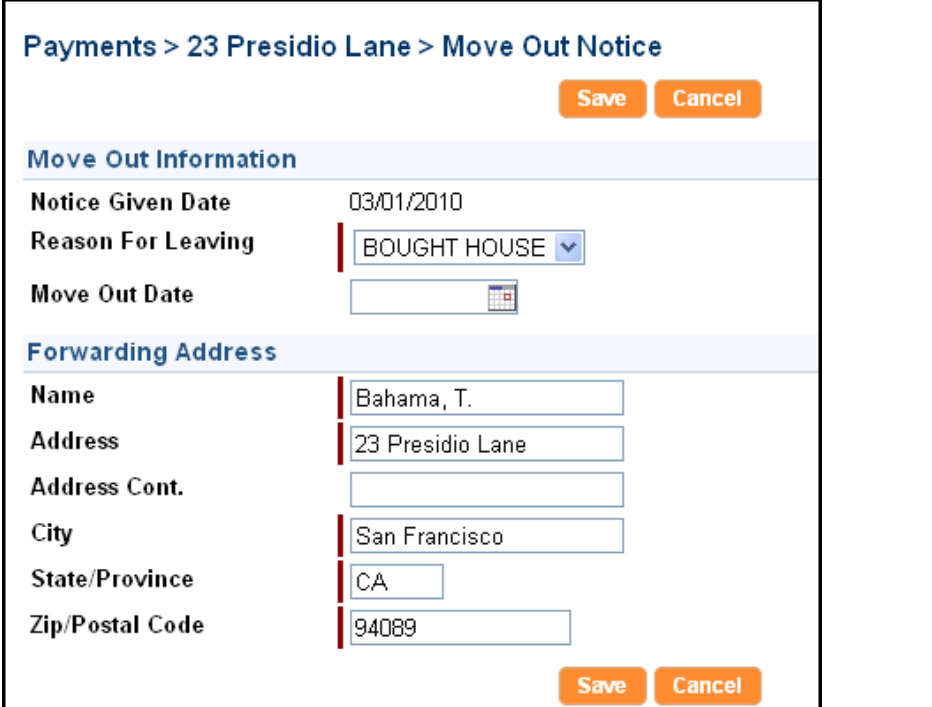| Step	Action/Screen
From the **My Rentals** screen**,** click the **Payment Account** button.	My Rentals [Make Payment] [Payment Account] [Auto Payment]
Click the **Edit Payment Account** button.	My Rentals > Payment Account [Edit Payment Account]
Select the radio button for the payment.	**Payment Method** — ⦿ ACH E-Check ◯ Credit Card **Note:** The selected radio button drives the default payment account. All payments are drawn from that account moving forward.
Edit the account details.	**E-Check** Payment Method ⦿ ACH E-Check ◯ Credit Card Please enter your bank account information exactly as it appears on your check. ACH payments submitted without accurate routing and account numbers will be not be processed and subject to a non-sufficient funds fee. Bank Name: Bank Of America Account Type: Checking Routing Number: 121000358 Account Number: 1234567 ⦙000067694⦙ 123456789⦙ 1001 Routing Number Account Number Check Number Social Security #: 123-45-6789 OR Drivers License #: Drivers License State/Province: **Credit Card** Payment Method ◯ ACH E-Check ⦿ Credit Card Card Number: XXXXXXXXXXXXXX2 Card Verification: 011 Card Expiration: 1 - January 2011

Viewing Lease Details

You can review your lease details from the **My Rentals** screen.

1. The **Give Notice** button allows you to give notice that you are moving out. The notice is given in real time. The **Print** button allows you to print a paper copy of your ledger.
2. The **Rental Details** section includes the address, status, move in, and lease start and end dates.
3. The **Tenant Ledger** is not always available depending on how your management team has setup the portals. The ledger includes the details of payments and adjustments on the lease, including deposits.
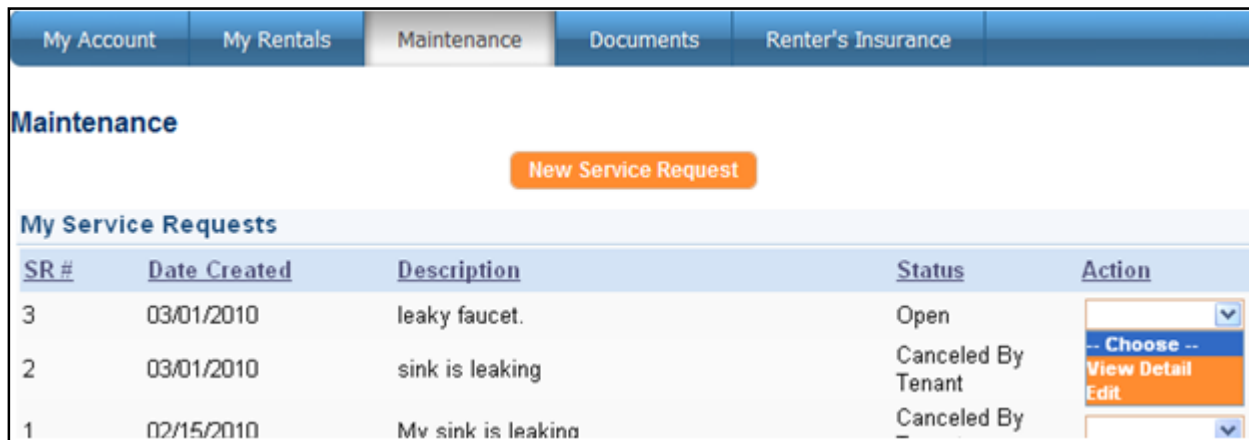
Giving Notice

The **Give Notice** button allows you to notify your management that you are moving out.   This feature automatically notifies the management team that you have given a notice.

Step	Action/Screen
From the **My Rentals** screen, click the **Give Notice** button.	
Complete all relevant fields.	
Click the **Save** button.	

Maintenance

The **Maintenance** screen allows you to view both open and closed service requests, edit current requests, and open a new service request. The requests are listed in chronological order with the most recent requests at the top.

The **Status** field displays open, closed, or cancelled requests. If you need more details, select **View Details** from the **Action** dropdown. The **Edit** button is available in the dropdown for **Open** requests.

To make changes to an existing service request, choose **Edit** from the **Action** dropdown.

Click the **Save** button to update the changes you have made to the service request.

To open a new service request, click the **New Service Request** button. You need to fill out the required fields and describe your maintenance request. You can also browse your computer and attach a document or screenshot to the request.

Documents

Use the **Documents** tab to view building, lease, or other important documents shared by your management team.

When a new document is uploaded to the Tenant Portal, you receive an email notification. Click the **Documents** tab to see a link to the document along with its size, date uploaded, and the name of the person who uploaded the document. To open the document, click the link.

Building Documents

Documents

There are no Building documents available

Lease Documents

Documents

There are no Lease documents available

Other Documents

Documents

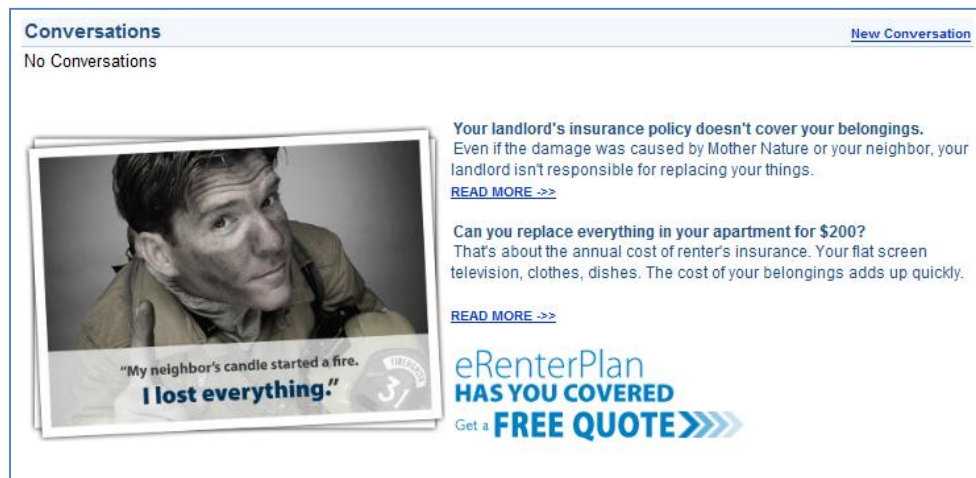| File Name	Size	Uploaded	Uploaded by
System_Notes_JK.docx	438k	2/16/2010	jkettles

Note

You need the appropriate software installed on your computer to view the document.

Renter's Insurance

The **eRenterPlan** insurance program includes an insurance marketing banner in **My Account** screen. This banner is always visible unless an active policy is recorded for your lease.

The marketing banner contains information on why Renter's Insurance is important and specific information on eRenterPlan insurance. It also includes a special link to obtain a free quote from eRenterPlan. You receive a quote within minutes of clicking the **Get a Free Quote** link.

When you click the link, a pop-up notification is displayed to let you know that you are leaving the portal website.

You are about to leave your Property Management Company's web site (which is licensed from Propertyware, Inc.) and will be directed to another company's secured site. The site will include information about insurance from a licensed insurance agency. Such information is not provided by your Property Management Company or Propertyware, nor should it be construed as an endorsement or a solicitation to sell insurance by your Property Management Company or Propertyware. Your Property Management Company and Propertyware assume no liability or responsibility arising from the use of any product, information, idea or instruction contained on the site, and also do not guarantee or make any representations regarding the accuracy of any statements made on other web sites.

By continuing, you are agreeing to allow certain information about you and your lease to be provided to eRenterPlan to assist the site to help prepare a no cost, no obligation quote for an insurance policy for you.

To Continue, click "I Agree", or to go back, click "Go Back."

I Agree   Go Back

Select the insurance policy options you are interested in including personal property coverage, deductible (if available), and optional coverage to complete the request for a pre-approved quote.

Click the **Enroll On-Line Now** button at the bottom of the page to complete the purchase online. You can also call the Customer Service Center at (888) 205-8118.

Note
Referral fees for leads are earned only when you complete the purchase online. If you elect to call the toll-free number to purchase insurance, eRenterPlan cannot link the lead to your property.

Enrolling in Renter's Insurance

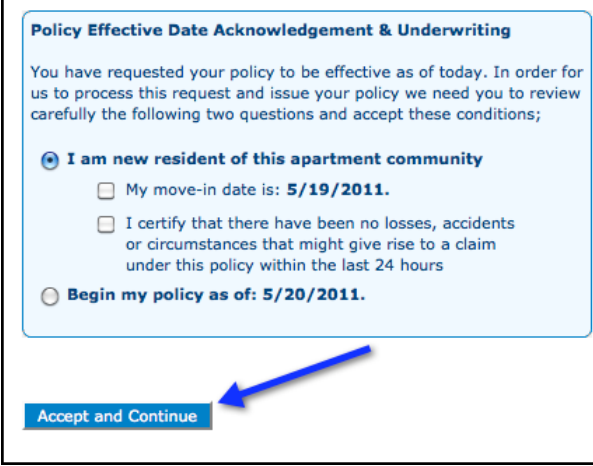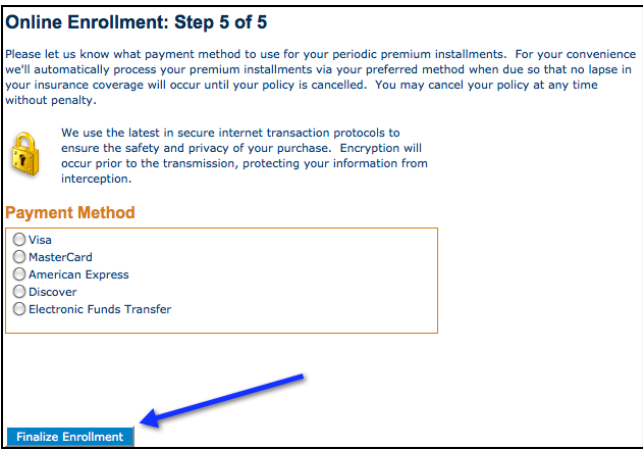| Step	Action
Provide your personal information. The eRenterPlan auto completes the information for this step. If the information is not available in **Online Enrollment** fields, you need to enter it. Click the **Continue to Step 2** button to proceed.	**Online Enrollment: Step 1 of 5** Tell us about yourself, your spouse, and your roommates. * First Name: Ann * Last Name: Ruiz Additional Occupant(s): First Name / Last Name Ann / Ruiz Michael / Ruiz Daytime Tel#: (415) 556-6652 Home Tel#: * Email Address: d.ruiz@pw.com * Confirm Email Address: We need to know the name of the primary insured occupant for this apartment. Please include all additional occupants over the age of 18 in the Additional Occupants section. This will ensure that coverage is extended to all occupants of this location. *Required Fields Continue to Step 2 >>
The address information is also filled automatically from your database in Propertyware. eRenterPlan checks that against the USPS database. You can update the street address but not the city, state, and zip code. Click the **Continue to Step 3** button to proceed.	**Online Enrollment: Step 2 of 5** Tell us the address of your apartment or home . Optionally you can provide a separate mailing address for anything we need to mail you regarding your eRenterPlan policy. Insured Names: Ann Ruiz / Ann Ruiz / Michael Ruiz *Insured Location: 14 Robinhood Drive City, State, Zip: Novato / CA / 94945 Mailing Address: (If different than insured location) Line 1: / Line 2: / City: / State: / Zip Code: * Required Fields Continue to Step 3 >>
Enter Policy Effective Date and Payment Plan. You need to select an effective date and payment plan. You can choose monthly, quarterly, semi-annual, or annual. Click the **Continue to Step 4** button to proceed.	**Online Enrollment: Step 3 of 5** Policy Effective Date and Premium Payment Term Insured Names: Ann Ruiz / Ann Ruiz / Michael Ruiz City, State, Zip: 14 Robinhood Dr # / Novato, CA 94945-3408 / ZIP+4 was changed Mailing Address: None specified (If different than insured location) * Policy Effective Date: 5/19/2011 at 12:01 a.m. PST. * Payment Period: Monthly: 12 Installments of **$23.00** / Quarterly: 4 Installments of **$66.00** / Semi-Annual: 2 Installments of **$132.00** / Annual: 1 Installment of **$264.00** ** Monthly payments using a credit card, debit card, or ACH include a monthly processing fee of $1.00. * Required Fields Continue to Step 4 >>

Confirm and accept the Privacy Policy and Effective Date of Acknowledgement. Effective date can be the date of your move in or you can start the policy on the next business day. If you choose your move-in-date as the effective date, you also have to confirm that you have not suffered losses prior to that date. Click **Accept and Continue** button to proceed.	**Policy Effective Date Acknowledgement & Underwriting**
	
	You have requested your policy to be effective as of today. In order for us to process this request and issue your policy we need you to review carefully the following two questions and accept these conditions;
	
	⦿ **I am new resident of this apartment community**
	   ☐ My move-in date is: **5/19/2011.**
	   ☐ I certify that there have been no losses, accidents or circumstances that might give rise to a claim under this policy within the last 24 hours
	
	○ **Begin my policy as of: 5/20/2011.**
	
	Accept and Continue

Select the payment type and click the **Finalize Enrollment** button to complete the process.	**Online Enrollment: Step 5 of 5** Please let us know what payment method to use for your periodic premium installments. For your convenience we'll automatically process your premium installments via your preferred method when due so that no lapse in your insurance coverage will occur until your policy is cancelled. You may cancel your policy at any time without penalty. We use the latest in secure internet transaction protocols to ensure the safety and privacy of your purchase. Encryption will occur prior to the transmission, protecting your information from interception. **Payment Method** ○ Visa ○ MasterCard ○ American Express ○ Discover ○ Electronic Funds Transfer Finalize Enrollment

Note
Questions and inquiries about the policy and making claims should be directed to eRenterPlan Insurance. You receive a welcome email with contact information and a link for managing your policy online and customer service.

Viewing Enrollment Confirmation Email

Once you have enrolled, you receive a confirmation email as shown below:

Joe Resident

Subject: eRenterPlan Insurance Confirmation
Attachments: 2011051911554660401042.pdf

Insurance Confirmation
Our office has received, and submitted your request for a renters insurance
policy. We appreciate your business and look forward to serving you. Please
call us with any questions that you might have.
A confirmation of your policy request is available on-line at the following
URL;
Insurance Confirmation

You can access your account online 24/7 from eRenterPlan.com. Please Click
Here for Login Instructions.
Privacy Notice
You have received this notice because you are a customer of LeasingDesk
Insurance Services, have provided us with your email address, and consented
to receive electronic communications from us. As required by law,
LeasingDesk Insurance Services is providing you notice ("Privacy Notice")
of our privacy practices. Specifically, Title V of the Gramm-Leach-Bliley Act
(15 U.S.C 6801 et seq.) requires LeasingDesk Insurance Services to deliver
its Privacy Notice to consumers at their formation of the customer
relationship with LeasingDesk Insurance Services, and to its customers
annually. The Privacy Notice which describes how LeasingDesk Insurance
Services protects and safeguards your non-public personal information, may
be view here: Privacy Notice.
LeasingDesk Insurance Services
36 Discovery
Suite 220
Irvine CA 92618
1-888-205-8118

Free Auto Insurance Quote
LeasingDesk Insurance Services now offers competitive Auto Insurance
quotes. Get the coverage you need at the price you deserve. Start saving, 1-
866-685-6967 for a free quote or click here to submit your information to our
agents electronically

Viewing Policy Details on the Portal

The **Renter's Insurance** screen contains information about your policy purchased through eRenterPlan. If the property management team elects to record policies purchased through a third party, information on that policy is also available. Information remains available until it is deleted, even on expired or cancelled policies.

The **Policy Docs** displays the Policy Confirmation Document for policies purchased through the eRenterPlan interface. For policies purchased through third parties, the link displays the proof of coverage document you have sent to the property manager.

An example of the eRenterPlan Policy Confirmation document is given below.

eRenterPlan
INSURANCE FOR RENTERS / RESIDENTS

Mailing Address:
P.O. Box 17478, Irvine, CA 92623-7478
Customer Service: 1-888-205-8118
M-F 6:30am PST to 5:30pm PST

Confirmation

Notice Date: 5/13/2011

932231

Name and Address of Insured:

ANN ALLYN
1390 Santa Alicia Ave
Chula Vista, CA 91913-1850

Additional Insured(s):

Any new resident must be added to the policy in order to be eligible for coverage. Residents can be added or removed by logging onto http://www.eRenterPlan.com

Mailing Address:

Policyholder Contact Information:

Telephone #:
Email Address: a.allyn787@gmail.com

Policy Summary:

Policy Number:	0030460020
Effective Date:	05/16/2011 12:01 AM CST

Coverage	Limit
Personal Property Coverage	$30,000
Additional Living Expenses	
Personal Liability Coverage	$100,000
Medical Payments to Others	$1,000
Deductible:	$250

Insurance Company:

Insurance Company:	American Modern Home Insurance Company
	Amelia, OH
Claims (Toll Free):	1-800-375-2075
NAIC#:	
Agent:	Leasingpesk Insurance Services
Lic#:	0D12126

Optional Coverages:

-

Premium Installments:

Your credit/debit card will be charged Monthly for your period premium installments. Estimated billing dates are as follows: the 29th of each month.

Important Information

Unless otherwise provided, this policy contains a $1,000 deductible for all Wind and Hail losses.

Insuring Agreement:
Your complete policy will be mailed to you via U.S. Mail within 15 days. The policy is your contract for insurance, not the Insurance Election Form or this Confirmation of Insurance. Please review all information closely for accuracy when received. The information given here is only a summary of coverage to be provided to you by this policy.

Policy Cancellation:
Your policy will NOT automatically terminate when you move-out. You must inform us of your cancellation in writing to avoid any further premium being billed to you or deducted from your account. You may also cancel your policy on-line at http://www.eRenterPlan.com.

Notice of Cancellation:
Your leasing office or apartment community manager may be notified of any notice of cancellation or non-renewal of your policy.

Premium Installment Charges:
If you have chosen to have your periodic premium installment payments debited from your bank account or credit card, please note that these periodic installments will be charged to your account roughly 7 to 14 days prior to your installment due date. This is for your protection and allows us sufficient time to notify you in writing in the event your account is closed or your credit card is declined by your issuing bank.

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Form: COI-001