

ASK **CANOPY**

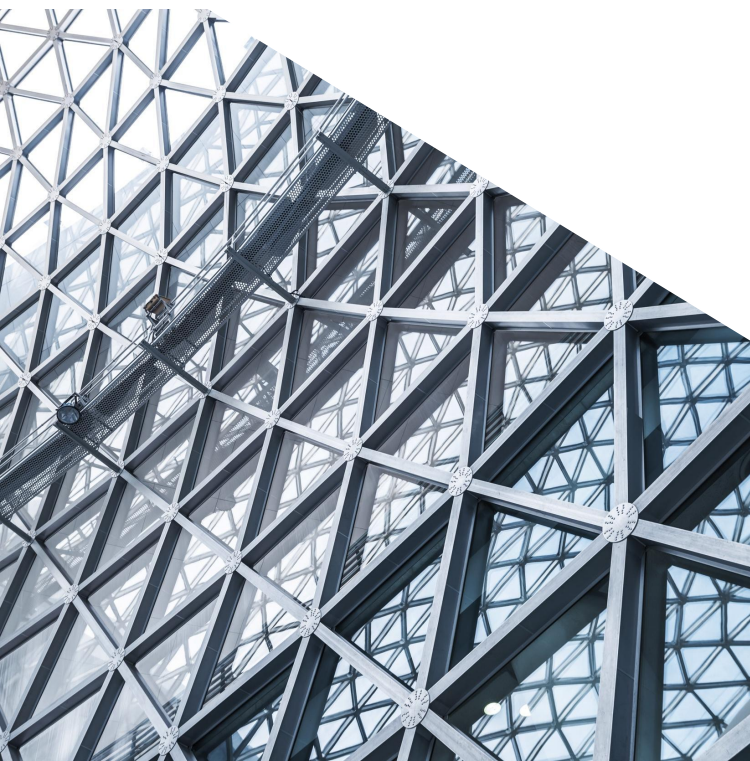
ELIMINATE **BAD DEBT**

INCREASE **OCCUPANCY**

IMPROVE **NOI**

ZERO **DEPOSITS**

CANOPY HAS YOU COVERED



CANOPY PLUS

Ask Canopy is a zero deposit platform that protects owners and managers against lease defaults. **Canopy Plus** provides unlimited protection, with 100% reimbursement of lost rent and other costs. By replacing deposits with a low monthly fee, residents lower their move-in costs, making it easier for managers to boost occupancy.



LOWER MOVE-IN COSTS FOR RESIDENTS

Significant saving for the resident at move-in. Freeing up money for other needs.



SEAMLESS INTEGRATION

Resident approval and lease guarantee process that integrates into the property management system, eliminating management workflow and any resident friction.



SIMPLIFIED MOVE-OUTS

Canopy covers Resident move out balances that remain uncollected after 15 days.



PROTECT THE INCOME STATEMENT

Eliminate bad debt from the property's NOI to increase your performance and free yourself to focus on other property issues.

RENTER SUBMITS LEASE APPLICATION

1

RENTER IS APPROVED AND IS AUTOMATICALLY ENROLLED IN CANOPY

2

CANOPY CHARGE CODE APPLIED

3

LEASE & WAIVER ADDENDUM EXECUTED

4

RESIDENT MOVES IN!

5



ASK CANOPY HOW IT WORKS

No third party application / approval required.

Approved to lease: Orange tier at \$19/mo.

Approved to lease with conditions: Teal tier at \$56.92/mo.

What's Covered

Evictions and More



Lease Break

Coverage for lost rent incurred from the initial date of non-payment + lease break fee.



Damage

Coverage for property damage caused by a resident's negligence.



Evictions

Coverage for lost rent from the initial date of non-payment through the Lease Termination Date.



Unpaid Move-out Balance

Coverage for any lost revenue as a result of resident moving out with an unpaid balance.



Stains & Scrapes

Coverage for extensive stains and scrapes caused by a resident's occupancy.

Claims Processing

Claims Processing & Payment Instructions

Step 1: Submit Claims online.

Community Manager logs into their designated Client portal at askcanopymanager.com and completes a claims application.

Step 2: Claims are reviewed.

A Canopy claims advocate is assigned to the claim. The claims advocate will either approve, deny, or request more information from the community manager.

Step 3: Payment for claim.

Depending on the claim, payment is made by check on the date of the following:

Physical Damage: Payment is made at approval of the claim.

Unpaid Move-out Balance: Payment is made if a balance remains uncollected after 15 days of the lease expiration.

Eviction: Payment is made within 7 days after the Lease Termination Date.

Lease Break (SKIP): Payment is made within 7 days after the Lease Termination Date.

Lease termination date is defined as the earlier of the lease expiration date or the date the unit is available to rent.

Claims Processing

EVICTION

COVERAGE:

Loss resulting from nonpayment of rent due to an eviction.

Claims Materials:

- Lease;
- Delinquency Notice served to the resident;
- Unlawful Detainer Order from the Court;
- Tenant Occupancy Statement: renter ledger, move out statement, financial account statement, statement of deposit allocation;
- Tenant information including Drivers License, #SS and lease credit application if available.

Claims Deadlines:

- **File a Claim: 7 days after receiving the Unlawful Detainer Order from the Court.**

Claim Payment Calculation:

Total Lost Rent = Total Rent Owed from Initial Date of Nonpayment to the Lease Termination Date.

Lease termination date is defined as the earlier of the lease expiration date or the date the unit is available to rent.

Up to the per occurrence limit of liability or aggregate limit of liability.

Claims Processing

LEASE BREAK (SKIP)

COVERAGE:

Loss of rent from the initial date of non-payment to the date the unit is available to rent.

Claims Materials:

- Lease;
- Delinquency Notice;
- Break fee document;
- Tenant Occupancy Statement: renter ledger, move out statement, financial account statement;
- Tenant information, including Drivers License, #SS and credit application if available.

Claims Deadlines:

- **File a Claim: 7 days after contractual non payment of break fee or, in the case of a Skip, the unit is vacated.**

Claim Payment Calculation:

Total Lost = Unpaid Rent + fees + Physical Damage

Up to the per occurrence limit of liability or aggregate limit of liability.

Claims Processing

DAMAGE

COVERAGE:

Loss resulting from physical damage to a unit caused by the residents negligence that was not otherwise indicated on the Premises Inspection Checklist.

Claims Materials:

- Lease;
- Tenant Occupancy Statement: renter ledger, move out statement, financial account statement, statement of deposit allocation;
- Photographic evidence of the physical damage;
- Premises Inspection Checklist;
- Tenant information.

Claim Payment Calculation:

Total Repair and Replacement Costs of the Physical Damage as evidenced on the Tenant Occupancy Statement.

Physical Damage shall only be limited to perils described in the Damage Schedule Endorsement.

Up to the per occurrence limit of liability or aggregate limit of liability.

Claims Processing

UNPAID MOVE-OUT BALANCE

COVERAGE:

Loss resulting from resident vacating their unit without paying their move-out balance in full.

Claims Materials:

- Lease;
- Tenant Occupancy Statement: renter ledger, move out statement, financial account statement, statement of deposit allocation;

Claim Payment Calculation:

Total Unpaid Move out Balance as evidenced on the Tenant Occupancy Statement.
Claims submitted no earlier than 15 days from the vacancy of the unit.

Up to the per occurrence limit of liability or aggregate limit of liability.

Claims Processing

CLAIMS STATUS

Approval Status:

- **Pending:** Claim has been submitted by community manager and awaiting review by Canopy claims advocate.
- **Approved:** Claim has been approved by claims advocate and is awaiting payment.
- **Denied:** Claim has been denied by Canopy claims advocate.

Payment Status:

- **Pending:** Claim has been approved by Canopy claims advocate and community manager is awaiting payment by Canopy, or Canopy claims advocate is awaiting Lease Termination Date to make payment.
- **Paid:** Claim has been paid to the community manager.

Claim Status:

- **Open:** Claim has been received by Canopy claims advocate.
- **Closed:** Canopy claims advocate has either Paid the claim, or Denied the claim.

Access to track a claim:

- askcanopymanager.com - Claims - Claims Status - Login.

Claims Processing

Claims Training Videos are available online www.askcanopymanager.com

Manager & Resident FAQs:

- **What is a deposit waiver?** It allows a resident to pay a small monthly fee instead of a security deposit upfront.
- **How does the Resident sign up?** The Canopy Orange tier (\$19/mo.) is the community's default, so when the resident applies for a unit through the community's website, the resident is automatically enrolled in the Canopy.
- **Can the Resident pay a security deposit instead?** Yes, the Resident can opt-out of Canopy and instead choose to pay a full deposit at move in.
- **Does the Resident sign a document?** Yes, the Resident will sign a renter acknowledgement lease addendum online when they execute their lease.
- **Do all Renters qualify for Canopy?** Yes, Renters qualify for Orange or Teal based on their lease approval.
- **What happens if the Resident receives a notice that they're Approved with Conditions?** If a Resident is Approved with Conditions then the Resident qualifies for the Canopy Teal tier which is \$56.92/mo.
- **What happens if the Resident requires a guarantor, does the Resident still qualify for Canopy Plus?** Yes, if the Resident is required to obtain a guarantor, with a guarantor the resident qualifies for Canopy Orange.
- **Does the Resident pay every month?** Yes, the non-refundable payments are made monthly with rent.
- **Does the Resident liability under the lease change?** No, the Resident remains liable for all obligations under the lease.
- **What happens if the Resident doesn't pay the Canopy fee?** The Canopy waiver tier allowed the Resident to move-in without a deposit; in exchange, the Resident agreed to make monthly payments with their rent. If the Resident fails to make the monthly payments to Canopy then they're in breach of their agreement and Canopy can seek recovery of the unpaid amounts from the Resident.
- **Will the Resident be evicted if they do not make the monthly payments?** No, Canopy cannot evict a Resident from their home.
- **Does the monthly amount ever decrease?** The Canopy tier is tied to the lease, so the monthly charge will not decrease over the term of their lease. *If the Resident renews their lease, and they have made rental payments on time the risk of default will decrease so it is very possible that Canopy can reduce the monthly charge.*

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