



# Latchel Benefits

Always one call or text away, 24/7/365



# What You Get

With Latchel, you have access 24/7/365, hire pros for home tasks, and get access to an ever-growing marketplace of financial benefits.



## Get a Response - Every Time

Need help accessing your benefits? Have a question on a current maintenance request? Latchel is here 24/7/365.



## Financial Protection

Up to \$2,000 in reimbursements for accidental damages, missed appointment fees, lock outs, and more.



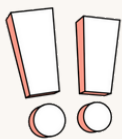
## 24/7 Troubleshooting

24/7 help resolving emergency maintenance issues over a video chat with one of our technicians.



## Enhanced Home Lifestyle

We help coordinate lifestyle chores like: home cleanings, tv mounting, furniture assembly, and more!



## Benefits Marketplace

Receive access to specially priced benefits, including cash back offers and rent rewards.

\*All benefits are subject to change at any time. Specific terms and conditions apply to each benefit and can be found at [latchel.com/residents](https://latchel.com/residents)

# Latchel Exclusive Benefits

Take advantage of these benefits for your financial and personal wellbeing, available only through Latchel!



## Missed Appointment Fee Reimbursement

If you get charged a trip fee for a missed maintenance appointment, you will be eligible for reimbursement for up to 50% of the cost



## Overnight Stay Reimbursement

You get a free night of a hotel stay if we don't resolve their overnight emergencies fast enough. If it is between 11pm-5am and we don't have a confirmed vendor in 2 hours



## Free Security Deposit Review

Our Industry experts will offer an independent review of residents' security deposit charges with suggestions based on market norms



## Free Drain Maintenance Packs

You may request drain unclogging snakes in the mail to help reduce plumbing issues



## Move-in Promise

We promise all maintenance requests made within 2 weeks of move-in are completed within 2 weeks of approval, or your family dinner is on us.



## Lockout Reimbursement

We reimburse a maximum of one lockout incident per resident per lease term.

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# Cash Reimbursements

Access up to \$1,000 in cash reimbursements damages you'd normally be responsible for.



## Plumbing Clogs

Plumbing clogs? We'll drain your pipes, not your wallet.



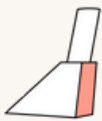
## Garbage Disposal

Overestimated the power of your garbage disposal? You won't have to dispose of your money to fix it.



## Broken Windows

Accidentally crack your window? Latchel will reimburse you for the cost.



## Stained Carpet

Spill red wine on your carpet? There will be no whining when the clean up won't cost you.

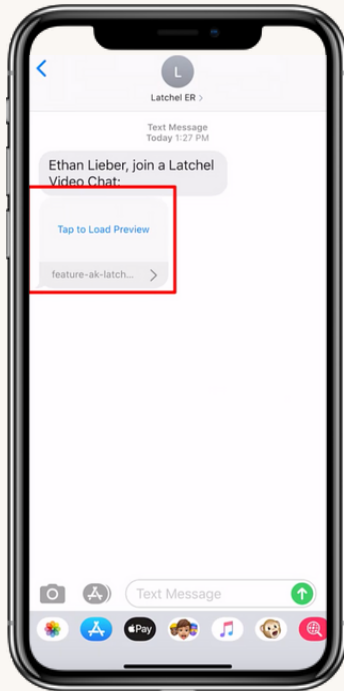
## Need to request a reimbursement?

[Submit Request](#)

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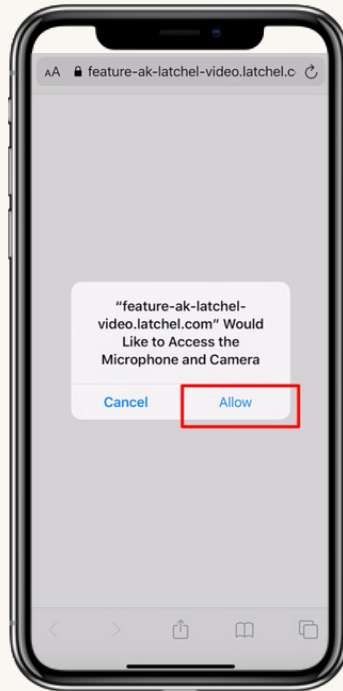
# Video Troubleshooting

Get real-time proactive video troubleshooting for emergency maintenance requests.



## Step 1

You'll receive a link via SMS from your Home Assistant



## Step 2

You'll receive a link via SMS from your Home Assistant



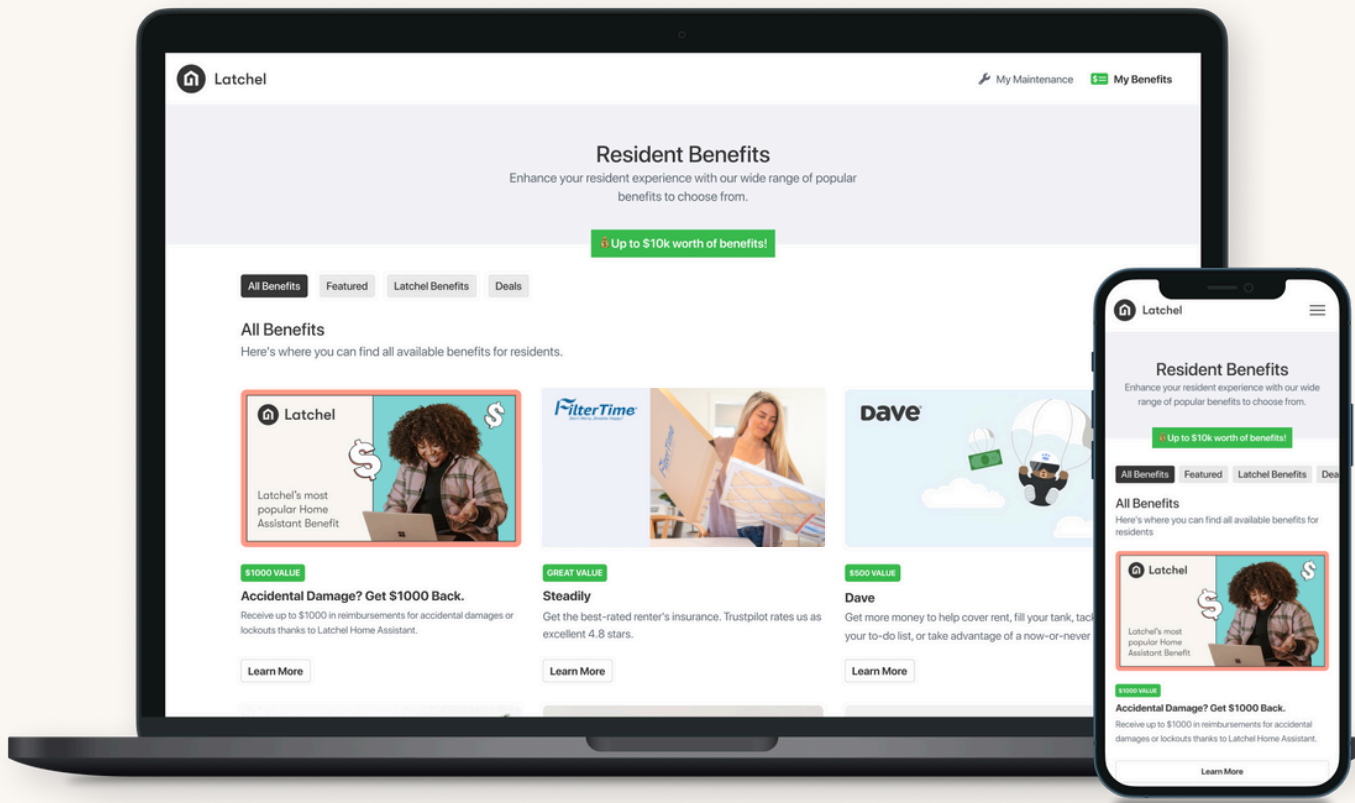
## Step 3

A video chat opens for proactive troubleshooting

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# Latchel Benefits

Latchel offers a number of resident benefits that can easily be accessed from your dashboard



Access your benefits in your dashboard.

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# piñata

Earn rewards and incentives just by paying your rent on-time from one easy-to-use app

## Rent Rewards & Incentives

### Welcome Gifts

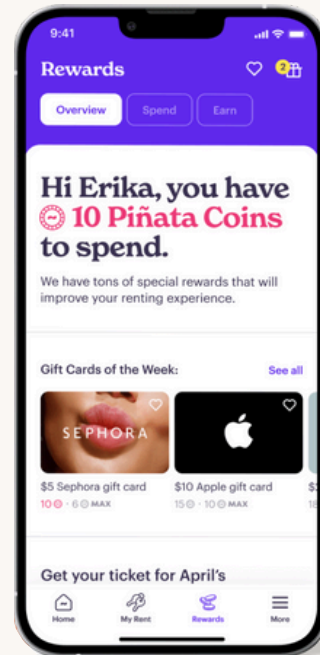
- \$30 gift card to use at select brands and businesses
- \$25 restaurant card

### Rent Day Rewards

- 720 annual Piñata Cash to use on rewards
- Early lease renewal gift

### Credit Reporting

- Boost your credit score by up to 60 points



## Piñata Cash

Easily earn Piñata Cash any day of the month by doing things like taking surveys, referring friends, or trying out new products.

You also get access to big-ticket giveaways, limited drops and super surges!

And, with exclusive access to our marketplace with over 300,000 deals, you can squirrel away up to \$4,500 annually.



Visit [www.pinata.ai](http://www.pinata.ai) to learn more.



## Air Filter Delivery Subscription



### What is FilterTime?

FilterTime is an air filter delivery service that makes it easy and convenient for residents to replace their air filters. FilterTime customers can protect their HVAC system, reduce dust and pollen, save money on energy costs, and more by leveraging this delivery service.

### How it works:



#### Confirm Your Filter Size

We deliver almost every size and type of air filter including custom-made sizes. We may reach out to confirm your filter size if we don't already have it.



#### Receive Filters at Your Door

A box of brand new air filters delivered right to your door automatically reminding you to change them

Visit [www.filtertime.com](http://www.filtertime.com) to learn more.



# Cover Pest

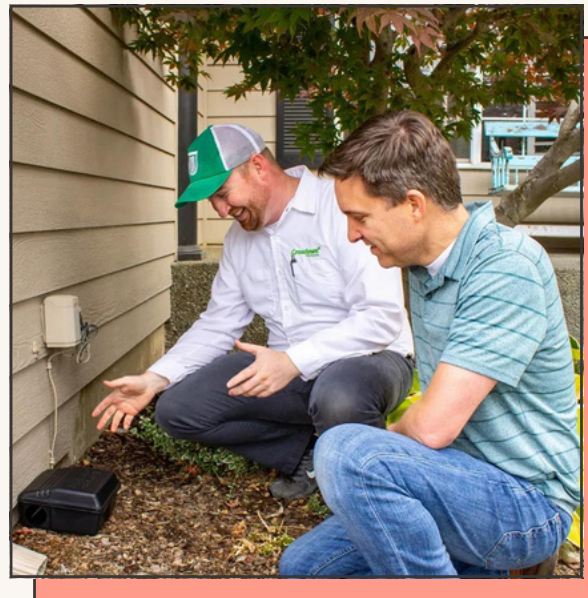
## Affordable Pest Control

- Access world class pest control at a fraction of the normal price. No need for new software or complicated setup.
- When a pest issue arises, you can contact Cover Pest directly, they solve the issue and send you a report. There are no additional fees or costs! Claims can be submitted via their website, phone call or text message.



### How it works:

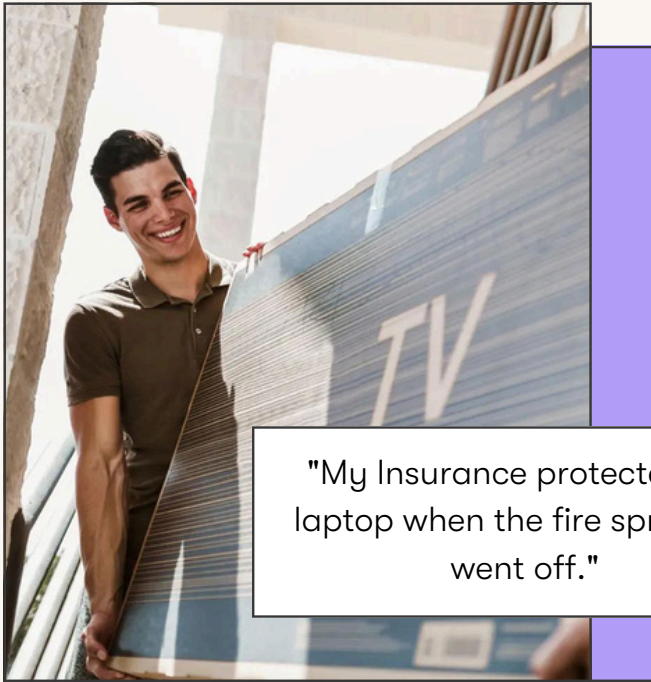
- ✓ Submit your contact info
- ✓ Identify your pests
- ✓ Give additional info
- ✓ Cover Pest calls, texts, and emails to confirm
- ✓ Cover Pest schedules with a local provider
- ✓ You live pest free



Visit [www.coverpest.com](http://www.coverpest.com) to learn more.

# obie

## Master Liability Insurance



"My Insurance protected my laptop when the fire sprinklers went off."

Now you have **one less thing** to worry about.

- AM Best: A rated policies from trusted insurance companies
- 30 seconds to apply and get a free quote
- 10,000+ people insured in the last 30 days
- 95% average customer satisfaction index
- 8 days, claims notification to approval (Industry Avg. 15 days)

## Liability Coverage

- ✓ Policies available with liability coverage up to \$100,000 to meet any property manager insurance requirements
- ✓ Liability coverages include perils such as fire, smoke, water, explosion, overflow of sewer, and many others that provide coverage for damages you (the resident) may cause to your unit or home
- ✓ Personal liability coverage is automatically include to protect you against claims where you may be considered legally liable
  - Bodily injury claims, dog bite claims, and more
- ✓ Additional/expanded coverages are also available
  - Pet damage, identity fraud, theft/vandalism, and more are available!

Visit [www.obieinsurance.com](http://www.obieinsurance.com) to learn more.



Complete Inspections on Your Own

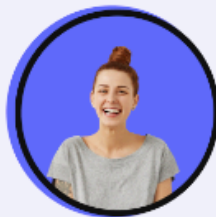
## RentCheck Gives Renters Peace of Mind

Residents who utilize RentCheck can document and inspect their home on their own time. RentCheck is a transparent inspection solution.

Documenting your rental is the most important action you can take to protect your security deposit and prevent disagreements with your property manager.

RentCheck's simple guided walkthroughs cover your bases.

"This app has been so helpful as a renter. It's been such an easy way to stay transparent with my landlord and has revolutionized the move-in and move-out process."



**@HappySam**

App Store

Visit [www.getrentcheck.com/residents](http://www.getrentcheck.com/residents) to learn more.



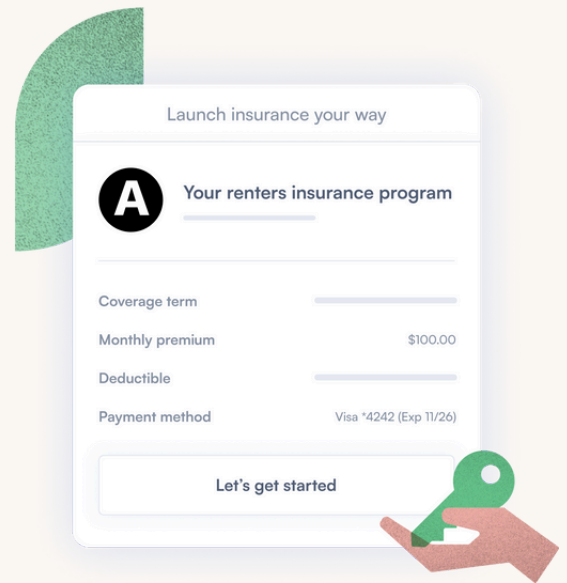
# SURE

## Unlock the Potential of Digital Insurance

### Tailored renters insurance program

Most leases require renters insurance. So, we've partnered with Sure to provide a convenient option for you.

Sure covers a lot more than you might think. Protect your clothes, furniture, and even yourself from unexpected damages and injuries.



## Ready to set up your policy?

[Get Started](#)

Visit [www.sureapp.com](http://www.sureapp.com) to learn more.



## Utility Valet will contact you before your move-in date

Utility Valet is a FREE service as part of Latchel's move-in concierge that will assist with the connection of water, gas electricity, cable, internet, and other services according to your area. Residents who set up select services can earn up to \$150 in gift cards. In addition, residents who sign up for home security will receive a Free Doorbell Camera, a \$0 set up fee, and a discounted monthly rate.

## Utility Valet Helps With:



TV



Internet



Phone



Utilities



Home Security



Home Automation

Utility Valet will contact you before your move-in date to help comply with the utility section of your lease agreement. To activate your utilities immediately, schedule a call with Utility Valet by visiting [www.utilityvalet.io](http://www.utilityvalet.io)