

## Resident Benefits Package

"I'm getting way more out of renting than I ever did before"

- Helen S.

# Benefits so good, you may never want to leave.

At Chambers Theory, all of our residents get the #1, most-awarded experience:



### Filter Delivery Service

Changing filters is as easy as opening the front door. This service helps you save up to \$250/year and reduces the hassles of repairs.



### \$1M Identity Protection

1 in 4 Americans are victims of identity fraud. All adult leaseholders get \$1M coverage backed by AIG, monitoring through IBM's Watson, and a dedicated, US-based Identity Restoration Specialist.



### 24/7 Maintenance Coordination

It always seems like things happen after hours. This makes reporting those pesky maintenance issues easy and fast either online or by phone.



### Home Buying Assistance

For those who want to move onto homeownership, we'll help you get there.



### Online Portal

Access your documents and pay rent through our easy to use online portal.



### Credit Building

We report every rent payment so you build credit. Average increases of 23 to 42 points in resident scores, so you can qualify for more and save hundreds. We can report up to the past 24 months for an immediate boost.



### Renters Insurance

We've secured the industry-leading value policy from an A-rated carrier. You'll benefit by being added to our master policy so all of your insurance requirements in the lease are met. If you want a retail individual policy, you can still get that at any time.



### Resident Rewards Program

Rent day is now rewards day. You'll get cash, giftcards, and exclusive discounts you can use to save up to \$4500/year on everyday expenses.



### Vetted Vendor Network

Everyone who services your home is screened to exceed our standards for insurance, licensing, and professionalism for the job.

**+** More

# Identity Protection



## Aura Identity Guard<sup>®</sup> Basic

Responsive ID theft protection and data monitoring for Second Nature tenants

### A first line of defense against identity crimes

Providing just the right combination of proactive monitoring and reactive support, Identity Guard Basic gives users comprehensive tools to monitor their personal information, recover from identity theft should it occur, and bounce back from any related financial loss.



### How it works

Aura Identity Guard monitors data, alerts users to threats, helps recover lost information, and provides users with up to \$1 million in recovery insurance.\*



#### Monitor

Fueled by IBM<sup>®</sup> Watson<sup>™</sup> AI, Identity Guard proactively monitors and processes billions of pieces of information



#### Alert

We alert you to certain events – such as an account being opened in your name – so you can take action if it wasn't initiated by you



#### Recover

In the event of identity theft, a dedicated case manager will be assigned to assist you every step of the way



#### Insure

Our \$1 million insurance policy covers most losses you experience as a result of identity theft, including stolen funds\*

### The Basic Plan

#### Proactive Features

- ✓ IBM<sup>®</sup> Watson<sup>™</sup> AI Scanning and Alerts
- ✓ High Risk Transaction Monitoring
- ✓ Dark Web Monitoring
- ✓ Online Identity Dashboard
- ✓ Safe Browsing Extension
- ✓ iOS/Android Apps
- ✓ Data Breach Notifications
- ✓ Anti Phishing Mobile App
- ✓ Lost Wallet Protections

#### Reactive Features

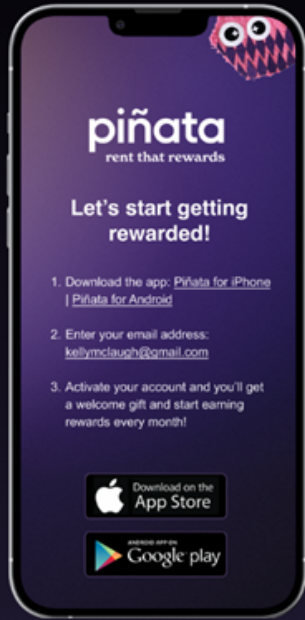
If a user believes they have been the victim of identity theft, they will receive one-time recovery assistance and additional White Glove Recovery Service for 6 months after the original theft incident. Additional coverage includes:

- ✓ Bank Account Monitoring
- ✓ 3 Bureau Credit Monitoring
- ✓ 3 Bureau Credit Report
- ✓ 401K & Investment Account Monitoring
- ✓ US Based Customer Care
- ✓ \$1 Million Identity Theft Insurance\*

\*Identity Theft Insurance underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

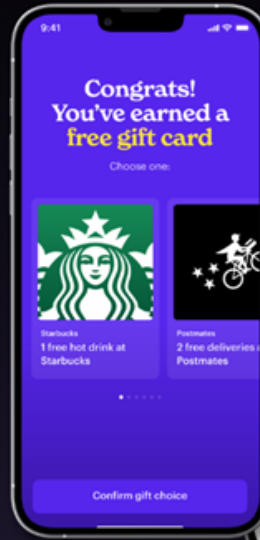
# Resident Rewards Program

**piñata**  
rent that rewards



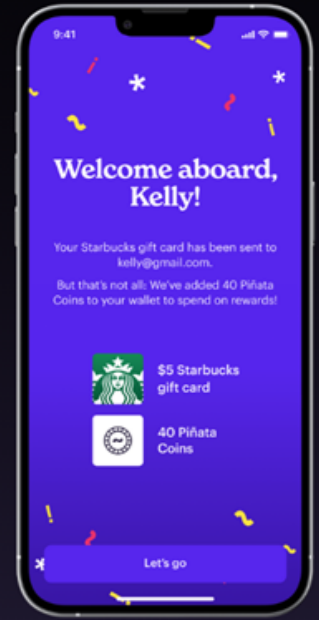
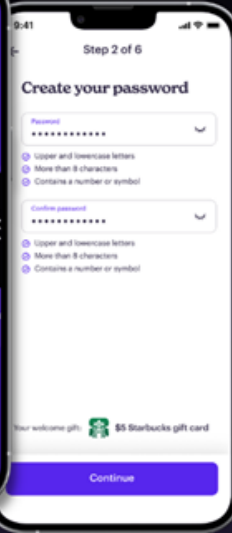
## Greetings

Renters are welcomed with a simple-and-inspired email.



## Select a gift

Prior to registration, members select a gift from a rotation of top-of-mind brands.



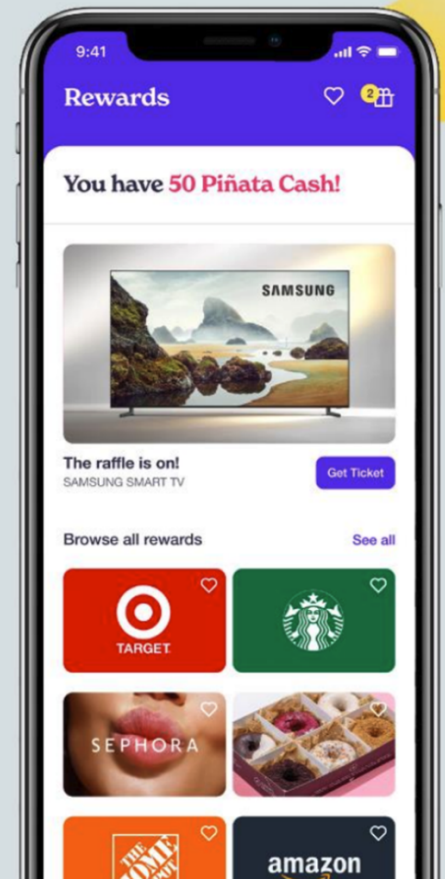
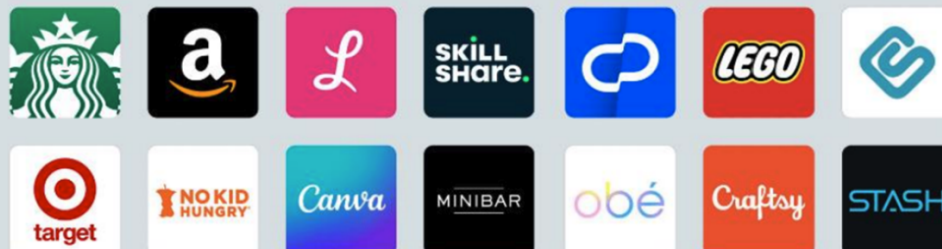
## The welcome package

Upon signup completion, renters' gifts are confirmed, along with Piñata Coins to select additional rewards.

## PIÑATA REWARDS

# It's raining rewards!

Renters get Piñata Cash to spend on brands they know and love...



# On Demand Pest Control

If you opted for it in your lease



## On-Demand Pest Control

Preventive sprays aren't always effective and can get expensive. With On-Demand Pest Control, you can quickly eliminate pesky pests. Just file a claim and let the professionals handle it before it becomes a bigger problem. All covered pests are handled at no additional cost.



### Residents submit a pest claim

When residents experience a pest issue, they visit [pestshare.com](https://pestshare.com) to request a service. No login or password to remember. No maintenance calls.



### Pest ID identifies the pest problem

Pest Share's technology gathers information about the pests through a simple questionnaire, then sends that info to service providers in the area. Certain harmful pests, such as termites, will trigger a notification to property managers.



### Service providers remove the pests

Local pest control companies that have been vetted by Pest Share pick up the claim, and they contact the resident to schedule a service. Since the resident has coverage through Pest Share, they don't have to pay for covered services.



### Residents enjoy pest-free living

With the pest problem taken care of, residents can go back to enjoying their home. There are no conflicts about who should pay or contact the pest control company, just simple solutions.