

## Rhino's Renter Guarantee FAQ

Renter Guarantee gives you the peace of mind similar to a co-signer, without needing one. It helps make renting easier by offering financial flexibility and protecting your home and lease from potential missed rent or damages.

If you have limited or no credit history, or your lease approval is conditional, you may be eligible to have Rhino step in as your guarantor. That means if you ever miss rent or have an issue with your lease, Rhino provides financial protection required by your landlord, keeping your move-in smooth. Just remember, if Rhino pays your landlord, you'll need to reimburse us for that amount.

Responsible renters may even get a portion of their refundable reserve back at the end of their lease, if eligible.

### Who can use it?

Renter Guarantee may be a good fit if you are:

- Renters with limited or no credit history
- Students and international renters
- Conditionally approved applicants
- Renters who may need additional coverage to qualify

### Why should I use it?

- No need for a traditional co-signer
- Helps meet your landlord's move-in requirements
- Can support your ability to build a positive rental history
- Responsible renters may receive a lower Renter Guarantee price at renewal

### What's covered?

- Rent up to your coverage limit
- Excessive Wear and tear, up to a set sublimit

Coverage details vary by property and are included in your policy documents.

### How do I sign up?

Your leasing team will send you an invite through Rhino. Just follow the link to complete your enrollment, no separate application or co-signer needed if you're approved.

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### How is my price determined and what am I paying for?

Your price is calculated using Rhino's AI-powered model, which considers factors like your rent amount, lease length, credit profile, and the coverage your landlord requires.

Your total cost may include:

- A one-time premium amount (non-refundable)
- A refundable reserve, if your landlord requires it
- Any applicable fees and taxes.

The reserve works like a cash collateral that Rhino holds during your lease in case you miss rent or cause covered damage. If your account is in good standing and no claims are filed, the remaining reserve can be returned to you after move-out.

### What am I responsible for?

You're responsible for following your lease terms, including:

1. Paying rent on time
2. Taking care of your home
3. Completing all required move-out steps

If your landlord files a claim and it's approved, Rhino will pay your landlord and you'll reimburse Rhino for that amount (minus any reserve used first).

For a simple overview of how claims works, visit our [Help Center](#).

### What happens at renewal and move-out?

#### Renewal:

If your account is in good standing, you may be offered the option to renew, sometimes at a lower rate based on responsible tenancy.

#### Move-out:

If your account is current and there are no open claims when you move out, any remaining reserve will be returned to you according to policy terms.

If there is an outstanding claim balance, that amount will be deducted from your reserve before any refund is issued.