

## Rhino + Jetty Leasing Integration FAQs

For any questions not answered here, please reach out to your Rhino + Jetty Account Manager or visit our website at [sayrhino.com](https://sayrhino.com) to speak with a live agent through our chatbot from 10am-5pm EST Monday through Friday.

### What is Rhino + Jetty?

Rhino + Jetty is the first deposit platform for the rental industry – offering your renters simple and affordable digital deposit options while also:

- Offering financial flexibility in the form of low-cost security deposit alternative – allowing eligible renters to save up to 90% on their move in costs.
- A streamlined rental experience that has been proven to speed up leasing velocity and make the deposit process easier for both your renters and your site teams.

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### How does a Renter satisfy their deposit requirement with Rhino + Jetty?

1. The renter will receive a Rhino + Jetty invitation following approval through your screening criteria.
  2. Renter will complete the quick Rhino + Jetty application process.
  3. Renter will then be presented with their security deposit options - Cash and/or a Security Deposit Alternative (pending eligibility) side by side for the first time ever. Showcasing the savings they could have with the Rhino + Jetty Security Deposit Alternative option!
- Renters who elect to move forward with our Security Deposit Alternative option will pay their first premium to bind their policy within the Rhino + Jetty workflow.
  - Renters who do not choose a Rhino + Jetty Policy and move forward with the cash security deposit option will have their payment transferred directly to the property bank account from Rhino + Jetty. This charge will reflect in the renter's ledger in Yardi and you will receive an email confirmation with this information.

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### What are the renter's options?

Renters will have the option to either sign up for a security deposit alternative policy (pending eligibility) or pay their cash deposit through Rhino + Jetty. They can then choose between an upfront cash deposit payment or monthly/annual premium payments (pending eligibility) to satisfy their security deposit requirement. If a renter does not qualify for a policy, they will only be presented with the cash deposit option.

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## Does Rhino + Jetty Integrate with your PMS?

Yes! Rhino + Jetty offers a free, leasing integration that flows seamlessly into your current PMS workflow with the goal of satisfying an approved renter's deposit digitally while also giving them the opportunity to save money on their up front move in costs.

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## What is the benefit of the Rhino + Jetty Leasing Integration?

Our end-to-end platform automates and streamlines move-in requirements (including deposit and move-in fee collection) within your existing workflow, ensuring partners experience reduced administrative overhead and enhanced efficiency. Property managers can now provide a seamless digital experience to renters, creating a future of convenience and customer satisfaction.

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## How much does it cost for me (the partner)?

It is entirely free for partners. Our business model drives profit from security deposit alternative and our relationships with our reinsurance partners. We don't make money off of cash deposit transactions.

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## How do I file a claim on a Security Deposit Alternative policy?

- If you incur losses in the form of loss of rent or damage to the apartment you can file a claim on the renter's Security Deposit Alternative policy
- The claim process in the Rhino + Jetty portal is summarized in [this](#) video for you!

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## How does the renewal process work?

- Renters with Security Deposit Alternative policies:
  - Rhino + Jetty proactively reaches out to the renter starting at 90 days out from their policy expiration date to inform them that they will need to renew their Rhino + Jetty policy if they plan to renew their lease.
- Partners are kept up to date on renter renewals:
  - Email notifications alerting site teams when renters renew or choose not to renew their policy.
  - The filters on the Rhino + Jetty policy portal tab allow users to filter for renters who may not be eligible for renewal due to past due policy payments or outstanding claims subrogation payments.

## How does Rhino + Jetty Security Deposit Alternative policy pricing work?

Pricing for Rhino + Jetty Security Deposit Alternative is calculated individually based on Rhino + Jetty's unique underwriting algorithm. For cash security deposits, you will set the cash deposit amount, and renters who move forward with this option will be directed back to your team to make their payment directly with you.

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## What does a Rhino + Jetty Security Deposit Alternative policy cover?

Rhino + Jetty protects a property manager in the event a renter causes damages to a unit and in the event a renter misses rent payments. If a covered loss is incurred during the course of a lease, a claim may be filed. Rhino + Jetty will investigate the claim, and if it is approved, Rhino + Jetty will pay the claim up to the coverage amount. Our team will then work with the renter to reimburse Rhino for the approved claim amount.

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## Do all renters need to satisfy their deposit requirement with Rhino + Jetty?

Yes! All approved renters should be going through the Rhino + Jetty application process following approval. This allows us to offer Security Deposit Alternative policies to as many of your renters as possible and give them an opportunity to save on their upfront move in costs.

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## If a resident signs up for a Rhino + Jetty policy, do they still need a cash security deposit?

No, if a resident signs up for a Rhino + Jetty policy it directly replaces their need for a cash security deposit.

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## Do all residents on a lease need to have a Rhino + Jetty policy?

Only one policy is needed per unit if a renter has chosen this option. The renter who purchases the policy is responsible for paying the entire premium to Rhino + Jetty and repaying Rhino + Jetty for any claims amount that may be paid out under their policy. The roommates can then determine amongst themselves how they may like to divide up such costs.

## Why would someone be denied a Rhino + Jetty Security Deposit Alternative?

Multiple factors, including but not limited to rental history, claims and payment history with Rhino + Jetty, and credit, are reviewed when Rhino + Jetty processes the application. For example, if a resident had a Rhino + Jetty policy previously and failed to make the premium or claims payments at a previous property/unit, they may not be eligible for a new policy.

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## What if a renter doesn't pay their Rhino + Jetty premium payments?

Owners stay protected even when renters miss Rhino + Jetty payments, but the renter's eligibility for renewal may be affected.

When renters miss payments, we work with them to handle any outstanding balances without interrupting their current coverage. However, if a Rhino + Jetty renter does not address their outstanding balance with us, they are ineligible to renew their Rhino + Jetty policy and Rhino + Jetty may pursue further action to recover outstanding payments.

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## How is the security deposit returned to the renter at the end of the lease?

Renters who purchase a Security Deposit Alternative policy will not receive a refund at the end of their lease term.

If Rhino + Jetty is holding the cash deposits, renters who choose the cash route will be notified that the remaining cash balance (following any withholdings made by your team) is available for them to withdraw via ACH or check. All checks will be made payable to the renter associated with the cash deposit in the Rhino + Jetty portal. If we are transferring cash deposits into your bank account, the cash return process remains the same as before the Rhino + Jetty launch.

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## What is Rhino + Jetty's process for cash disputes/payments that don't clear?

- Both the renter & property manager will receive a notification from Rhino + Jetty alerting that a payment has not cleared.
- Rhino + Jetty renter support will reach out to the renter to reiterate that this payment is required for move in.
- Your account manager will reach out to you directly to collaborate on contacting the renter in order to collect payment successfully.

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## How do you contact us?

You can reach out to your dedicated account manager or we have live agents that are available to assist you via live chat from 10am-5pm EST Monday through Friday, in addition to our chatbot which is available 24/7.

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