

Understanding Loss of Employment Protection

Rhino’s Loss of Employment master policy provides an added layer of financial security for your residents and peace of mind for your community. This overview will help your team understand how the coverage works so you can confidently answer resident questions.

What Is Loss of Employment Protection

Loss of Employment Protection helps protect residents if they experience a qualifying involuntary job loss. It provides rent payment assistance during their unemployment period, helping them remain in their home while they get back on their feet.

All residents in your community are automatically covered under the master policy, with no individual enrollment required.

Why It Matters

Loss of Employment protection benefits both residents and property teams. It provides residents with confidence and security while helping your community reduce delinquency and avoid turnover during periods of hardship.

How It Works

1. The resident experiences an involuntary job loss such as a layoff, company downsizing, or closure.
2. The resident files a claim directly through a dedicated Loss of Employment claims portal.
3. Rhino reviews the claim and provides rent payment assistance for the approved benefit period.

What’s Covered	Not Covered
• Involuntary loss of employment • Rent payment assistance for a limited time following a qualifying event	• Voluntary resignations • Terminations for cause • Reduced work hours or income without a full job loss

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Minimum Eligibility Criteria

To qualify and maintain coverage under the master policy, residents must:

- Be a full-time (W2) employee at the time of enrollment
 - Hold a non-executive position
 - Not have prior knowledge of pending layoffs or redundancies
 - Experience an involuntary job loss, such as a layoff or company closure
 - Have coverage in place before their first eligible claim date
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How to Talk About It with Residents

- Residents are automatically opted in to the program, unless they choose to opt out
- Emphasize that the coverage applies only to qualifying involuntary job loss.
- Encourage residents to review the eligibility criteria before filing a claim.
- Direct residents to Rhino's support or claims page for filing and additional details.
- Reassure them that this protection is designed to help them stay housed if the unexpected happens.