

second nature®



**RESIDENT BENEFITS PACKAGE**

# **Frequently Asked Questions**



## Who is Second Nature?

Second Nature works with professional property managers to deliver top-tier resident experiences to over 1M residents nationwide. As a trusted partner, they power many aspects of our resident benefits package behind the scenes, ensuring a smooth and enjoyable experience for all.

## What is an RBP?

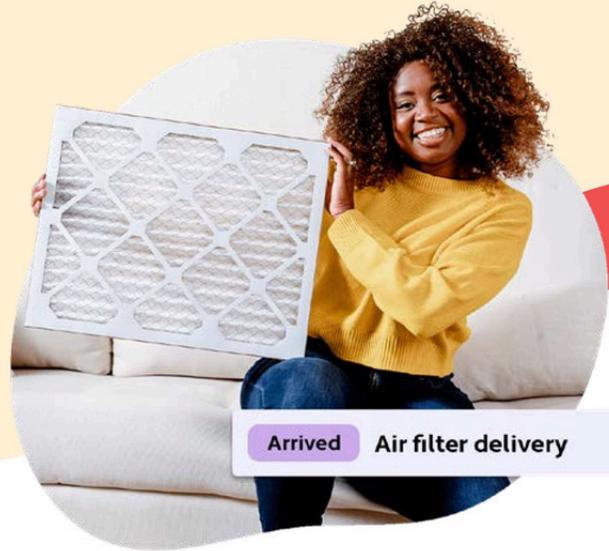
The Resident Benefits Package (RBP) is a suite of services designed to provide savings, convenience, and professional services to all residents.

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Visit [secondnature.com/residents](https://secondnature.com/residents) to learn more or reach out to [residenthelp@secondnature.com](mailto:residenthelp@secondnature.com) with questions.

## FREQUENTLY ASKED QUESTIONS

# Air Filter Delivery



### **Why is it important that I change my air filter regularly?**

Regularly changing your air filter greatly reduces HVAC issues and repairs. A clean air filter allows your system to use less energy on a daily basis, leading to a 10-15% reduction in energy costs. By changing your air filter when you receive a new shipment, you'll remain in compliance with your lease agreement and have cleaner air for you and your family.

### **When will I receive my air filter?**

Filters are shipped by Second Nature on a regular cadence to our residents. Your first shipment should arrive within the first 30 days of your move in date.

### **What kind of air filters does Second Nature send?**

Second Nature supplies quality, MERV 8 rated filters which arrive with instructions on how to change your air filter, advice on where your air filter may be located, and direct access to Second Nature's customer service number.

### **I use high rated filters in my home due to a medical need, can I receive a higher rated filter?**

Second Nature will be happy to upgrade the quality of your filter. Please email their customer care center at [residenthelp@secondnature.com](mailto:residenthelp@secondnature.com).

### **My filter shipment was lost, damaged, included the incorrect size/quantity, what do I do?**

Second Nature will gladly send you a free replacement. Please email their customer care center at [residenthelp@secondnature.com](mailto:residenthelp@secondnature.com).

## FREQUENTLY ASKED QUESTIONS

# Resident Rewards



### What is Piñata and how does it work?

Rent day is now rewards day. With Piñata's Resident Rewards program, you'll earn gift cards and substantial savings just for signing up. Pay rent on time to earn Piñata Points, redeemable for discounts and virtual gift cards in the Piñata Marketplace via the mobile app or their website.

### How do I set up my rewards account?

Shortly after you've signed your lease and moved into your home, you'll receive an email from Piñata, our rewards partner. Simply follow the instructions to access your rewards account.

### How do I earn rewards?

You'll be greeted with an initial reward of Piñata Points which you can use for in-app purchases or towards virtual gift cards to retailers like Amazon, Target, Apple, and more! You'll receive additional rewards with greater usage and with each timely rent payment.

### How do I use my rewards?

Log into the Piñata app or website to view your rent due date and amount. Watch your Piñata Points grow with each on-time payment, and redeem them for rewards in the Marketplace tab whenever you're ready.

### I'm having an issue with the Piñata app, how can I resolve this?

Piñata offers a chat feature which links directly to their customer support team.

## FREQUENTLY ASKED QUESTIONS

# Credit Building



### What is credit building?

Credit scores determine your creditworthiness and affect loan terms, including credit cards, car loans, and mortgages. Through our partner, Piñata, we'll monitor and report your on-time rent payments to all three major credit bureaus (Experian, TransUnion, and Equifax), helping boost your credit score.

### How long does it usually take to see a change in my score?

Once rent payments are reported by Piñata, they will appear as a new tradeline on your credit report, typically within 90 days of your first rent payment through the RBP. This tradeline will reflect timely rent payments throughout your residency.

**Please note:** Piñata reports under "tradeline 29" for rental payments, not as a loan like other credit entries. Be aware that other third-party credit report sites may display inaccurate information. We recommend that you review your credit report directly with the credit bureaus, Experian, Equifax, and TransUnion, for accuracy.

### Why are you reporting my rent payments to the credit bureaus?

For most people, housing payments are their greatest monthly expense. We think it's only fair that our residents benefit from their timely rental payments.

### What if there's multiple people paying rent? Who gets the credit score boost?

Our credit building service covers everyone in the unit that's listed on the lease, and at least 18 years of age. It doesn't matter how you're splitting up rent, or if you've got someone living with you who isn't contributing to the rent at all. As long as the full rent amount is received on time, everyone in the unit will see their credit scores improve. It's that simple!

## FREQUENTLY ASKED QUESTIONS

# Identity Protection



 **\$1M Identity theft insurance**

### What is identity protection?

Every tenant listed on the lease who is 18+ will be enrolled in Aura, which uses IBM's Watson AI to proactively keep your data safe, and alert you if there are any data breaches or suspicious activity. You'll also get \$1 million in coverage in the event of lost funds due to identity theft.

### How do I set up my account?

No action is necessary – you're already covered. As a part of our resident benefits package, you are automatically enrolled in Aura when your lease is signed. You'll receive a welcome email from Aura to set up your online account if you'd like to take advantage of even more features available to you at no cost.

### What happens if my identity is stolen?

If your identity is stolen, log in to your account at [my.aura.com/sign-in](https://my.aura.com/sign-in) to file a claim. You'll be paired with a dedicated case manager who will walk you through the steps to getting your information secured and getting you back on your feet.

### What does the \$1 million identity protection coverage entail?

Our \$1 million identity protection coverage ensures that, in the event of identity theft, you will have substantial financial support. This coverage encompasses expenses like legal fees, lost wages, and other costs associated with restoring one's identity. The goal is to ensure that if someone does fall victim to identity theft, they're not left shouldering the financial burden alone.

## FREQUENTLY ASKED QUESTIONS

# Resident Onboarding



### What is resident onboarding?

Second Nature's resident onboarding is a white-glove service that gives you everything you need to settle in—without the stress. From utilities to movers and storage, you'll get access to a simple onboarding journey. It's like a move-in checklist and personal guide, all in one.

### What's included?

You will receive:

- A personalized URL that takes you through a custom onboarding experience
- A one-stop hub for setting up utilities, internet, moving services, and more
- Hands-on support from a dedicated team that walks you through setup and answers questions
- Clear expectations and timely info

### How does it work?

Once the lease is signed, you are automatically entered into a drip campaign that sends you everything you need. The onboarding link guides you step-by-step, and our team is ready to support you along the way.

## FREQUENTLY ASKED QUESTIONS

# On-Demand Pest Control



### What is on-demand pest control?

On-Demand Pest Control is a fast, easy, and effective way to treat active pest infestation. We offer online claim submission for covered pests, so you can get started on getting rid of your pest problem right away. Our treatment and coordination costs are included for all covered claims, so you can rest assured that you're getting the best possible service.

### How does it work?

If a covered pest issue arises, a request can be made online at [pest.residentforms.com](https://pest.residentforms.com). Simple and easy! Just provide your address (including any unit #), phone number, email, and visible pest(s).

### What pests can I request service for?

Please check the RBP addendum or section of your lease that references On-Demand Pest Control to see what pests are covered in your plan at no additional cost. If a pest falls outside of coverage, you can still submit a claim. When possible, a vetted vendor contact will be provided and discounted pricing for treatment may apply.

You can read the full terms of service at [pest.residentforms.com/resident-terms-of-service](https://pest.residentforms.com/resident-terms-of-service).

### Can I file more than one claim per year?

While unlikely, it is possible you could have separate infestations within a calendar year, which the plan accommodates. Each service also has a 30-day warranty from the completion of service date to ensure each issue is fully treated.



# Living well should be Second Nature

If you have any further questions please reach out to  
[residenthelp@secondnature.com](mailto:residenthelp@secondnature.com)