

# Leap Agile Rent Guaranty SOP

## Purpose/Scope

This procedure establishes standards for using Leap’s Rent Guaranty services, which help Owner/Operators secure leases by supporting applicants who may not meet financial qualifications. The Rent Guaranty policy serves as an insurance solution to mitigate risk and recover financial losses in the event of Resident defaults.

## Roles and Responsibilities

Role	Responsibilities
Owner/Operators	Refer financially declined applicants to <a href="#">Leap’s Website</a> . Monitor Resident compliance and file claims in case of default within the specified timeline.
Leap (Provider)	Provide the Rent Guaranty policy, assess Resident eligibility, collect one-time premium and support claims processing.
Residents	Meet eligibility requirements, pay the policy premium, and reapply for policy renewal as needed.

## Definitions

Term	Definition
Rent Guaranty Policy	An insurance policy securing leases for Residents who lack personal guarantors or co-signers.
Default	Failure by the Resident to fulfill lease obligations, such as paying rent.
Policy Premium	A one-time, non-refundable fee paid by the Resident to bind the Rent Guaranty policy.

## Standard

### For Residents

Be eligible to live at the property by meeting Owner/Operator background and renter history requirements.
SSN/ITIN not required for Leap application.

Demonstrate a monthly income of at least 2.25x the rent (for General Applicants).
Have a FICO score of 550 or higher if credit is established; Residents without credit history may qualify.
For full-time students, maintain a GPA of 2.0 or higher.
Meeting one or all requirements does not guarantee approval; Leap's risk assessment determines eligibility.
Payment of the fee does not exempt Residents from complying with lease terms or other financial requirements.

### For Owner/Operators

The Owner/Operator will notify Leap of any changes to the Lease or unit address.
Retain proof of coverage in lease records and be in compliance with all laws.
Verify resident has secured renewal policy before signing and subsequent renewal leases.
Respond to all requests for required documentation with accurate information.
The Owner/Operator will monitor Resident default and file claims within 120 days of initial default and provide required documents to claim adjusters.
Conduct due diligence to ensure the applicant has not defaulted on any prior leases backed with a Leap policy.
Will follow all state and local guidelines for filing evictions in a timely manner (max 60 days within any initial default).

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### Procedure

#### Application Process:

1. **Owner/Operators:** Use your standard leasing application and screening steps.
2. **Residents:** Apply for the Rent Guaranty policy if declined by property for financial reasons via [www.leapeasy.com](http://www.leapeasy.com). Be prepared to provide a full PDF download of:

Renter Type	Required Documents
<b>General Applicant (Domestic)</b>	- Government-Issued ID- Bank Statements- Pay-Stubs
<b>Student Applicant (Domestic)</b>	- Government-Issued ID - <i>Bank Statement and Transcript (upon request)</i>
<b>Student Applicant (International)</b>	- Valid Passport- Form I-20 or DS-2019- F1 or J1 Visa- Transcripts- Most Recent Bank Statement (3x monthly rent in assets)
<b>General Applicant (International)</b>	- Valid Passport- H1B Visa or Employment Authorization Document (EAD)- Bank Statements- Pay-Stubs- Employment Verification
<b>Self-Employed Applicants</b>	- Previous Year's Tax Returns- 6 Months of Bank Statements (in lieu of pay-stubs)

**Lease Details Submission (For Owner/Operators):**

- Upon initial completion of the application by the Resident, the Leap Team will reach out to the Owner/Operator to confirm lease details via email. Provide lease details, including:
  - Lease start and end dates
  - Monthly rent amount
  - Unit number

**Approval and Payment (For Residents):**

- Approved Residents will receive a payment link for the non-refundable policy premium.
- After payment, Leap issues a Proof of Coverage to the Owner/Operator.

**Finalizing the Lease (For Owner/Operators):**

- Retain a copy of the Proof of Coverage in the lease/Resident records.
  - Complete the lease agreement by countersigning and executing it.
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## **Claims Process**

### **Submission Methods (For Owner/Operators):**

- File claims at [www.leapeasy.com/claim-form](http://www.leapeasy.com/claim-form) or through the [Leap Portal](#).
- Required documents:
  - Rider ID number (from the declarations page)
  - Copy of the lease
  - Resident ledger

### **Required Supporting Documents for Claims (For Owner/Operators):**

1. Proof of Eviction Effort in compliance with local and state laws within 60 days of the initial default is required for any claim filed. Failure to provide this proof of eviction effort to the adjuster will result in coverage on the claim being limited to three (3) months. Acceptable proof of evecton effort includes but is not limited to:
  - a. Written notice to vacate/notice to quit;
  - b. eviction lawsuit or complaint with the local court;
  - c. eviction filing summons and complaint; or
  - d. writ of eviction/possession issued by a court.
2. Full resident ledger contacting all the most current charges and credits under the lease.
3. For Damage Claims - Photos and Itemized Invoices for damages in the unit.
4. For Claims with Legal Expenses - Bills or Invoices associated with legal expenses incurred because of a resident eviction.

### **Portal Filing (For Owner/Operators):**

1. Locate the Resident's current policy in the policy list.
2. Select "Quick Action" and then "File a Claim." The policy number and name will autofill.
3. Complete the Claim Form via the Leap Portal.
4. Respond promptly to claims adjuster follow up and provide required information/documents as needed.
5. Owner/Operator will notify adjuster when possession of the unit has been regained so that initial indemnity payment can be processed.
6. Claims payment will cease the earliest of unit re-rental, coverage limit exhaustion, policy and/or lease expiration.

### **Deadlines (For Owner/Operators):**

- Monitor Resident defaults and file claims within 120 days of the first default (60 days in NY).
- Filing claims on time is the Owner/Operator's sole responsibility.
- Resident defaults include:

- Missed Rents
- Legal Expenses, associated with a Resident eviction.
- Physical Damage, beyond normal wear.

**Claim Exclusions/Limitations**

- Coverage will be denied for any claims associated with a resident who previously defaulted on any leases with a Leap policy.
- Coverage will be limited to three (3) months if the property does not provide proof of eviction efforts within 60 days of the initial default.
- Coverage for any resident default claims will be denied if the resident has not paid months 1 of the lease.
- Claims for Physical Damages beyond normal wear and tear are subject to a \$1000 sublimit unless changes by an additional damage endorsement. (\$100 for Student Housing).
- Claims for Legal Expenses associated with a resident eviction are subject to a sublimit of \$1000.

**Resources**

Resource	Details
<b>Leap Portal</b>	Monitor applicants, active policies, and claims in <a href="#">The Leap Portal</a> .
<b>Resource Center</b>	Access training guides for specific processes outlined in the policy, marketing materials, and support tools at <a href="http://www.leapeasy.com/resource">www.leapeasy.com/resource</a> .
<b>Partnerships Team</b>	For any general inquiries reach a Leap representative by emailing <a href="mailto:partnerships@leapeasy.com">partnerships@leapeasy.com</a> .