

# What's Next?



Thank you for enrolling in your Resident Benefits Package. Wondering “what’s next?” Here is what to expect.



## Move-in Concierge

Transferring the necessary utilities into your name is easy with our Utility Concierge Service. Simply schedule a convenient time with the Utility Concierge directly by clicking this URL: <https://www.secondnature.com/residents/move-in-concierge>

You will need to know which utilities you are responsible for transferring into your name, as provided within your lease. If an in-person application or a deposit is required, the Utility Concierge service will not be able to facilitate the utility transfer but will provide the application needed to complete the process. Beyond that, the Utility Concierge service will take it from there!

This service is highly recommended if your move-in date is 72 hours or later from receiving this notice.



## Credit Building

No action is needed to watch your credit score grow. Once enrolled, your credit score will reflect your on-time rent payments. Individual results vary, but increases can be up to 60 points over a 12-month lease term.

We do wait 90 days to open the tradeline on your credit report, so that your initial payments can offset any adverse impact from tradeline opening. You should expect to see this on your credit report thereafter.



## Resident Rewards Program

Now as you pay rent on time, you get points, gift cards, and exclusive offers.

In the weeks ahead, look for your welcome email from Piñata with a custom link. In this email, you will get a link to download the Piñata app through the App Store or Google Play. Or you can access a web-based version.



## On-Demand Pest Control

Have pests? Pest Share will coordinate service from their provider network for all covered pests in your lease. Each service has a 30-day warranty from the completion of the service. Request services [here](#).



## Renters Insurance Program

If you enrolled in the master policy offered in your lease, you're covered. You will receive your Evidence of Insurance via email within 45 to 60 days.

If you have questions, or need to file a claim, visit our dedicated page:

<https://insurance.residentforms.com/>

or contact [insurancesupport@secondnature.com](mailto:insurancesupport@secondnature.com).

Second Nature Insurance Services, LLC (NPN 20224621)

\*If you provide your own insurance policy, the RBP cost will be reduced by the amount of the insurance premium billed by Second Nature Insurance Services (NPN No. 20224621). Please review your lease for the terms of the Resident Benefits Package.



## Air Filter Delivery

Instead of going to the store, now you get the exact filters you need, when it's time to change them. If your home requires filters, you can expect to receive your first delivery within 30 days and ongoing shipments on a regular cadence, subject to your lease agreement.

For all filter or delivery questions, please contact us via email at

[residenthelp@secondnature.com](mailto:residenthelp@secondnature.com)



## Identity Theft Protection

Your Identity Theft Protection account will be automatically set up for you with up to \$1M identity protection to protect all adult leaseholders. Dark Web monitoring prevents issues before they come up. Simply watch for your email confirmation with your account details.

If the welcome email is missed or you fail to receive it, please use this link to get access to Aura <https://my.aura.com/start/secondnature/custpd>

If in need of support please contact Aura at [support@aura.com](mailto:support@aura.com) | 833-552-2123