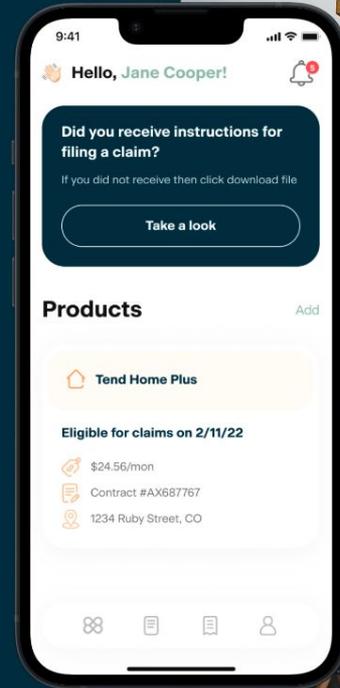




Home Essentials PROTECTION



Coverage for Wear and Tear

Benefits of Tend:

Property Manager Chooses Service Provider

- Self Scheduling is **preferred by 70% of users**

Protect your Investment

- Cover each unit with a policy to safeguard from costly tenant repairs and replacements

Coverage Worth the Cost

- Subscriptions at half the cost of competitive products and also help prevent spikes in xpenses

How Claims Work:

Property Manager chosen repair person fixes issue

Repair / Replacement
Documentation Submitted to Tend

Tend approves claim and payment issued in 7-10 business days

Products for Property Owners

Tend Home Plus

\$15,000 Annual Coverage

Heating and Cooling: \$5,000

Appliances: \$5,000

Electrical: \$2,500

Plumbing: \$2,500

Other Systems: \$2,500

Access to Systems: \$1,000

Choose your own service provider

Cancel Anytime

Claim Fee is only a one time fee deducted and charged if claim has been approved

\$39.99/month
\$475 Annual

\$ 500 Claim Fee

\$52.99/month
\$625 Annual

\$ 250 Claim Fee

Best Value

\$78.99/month
\$935 Annual

\$ 125 Claim Fee

Easy Enrollment - Next Steps

For Credit Card Payments

After signup, customer receives:

- Welcome email with PDF link to contract
- Company is billed automatically on monthly or yearly schedule

For Payments out of Escrow

After signup:

- Within 24 hours, invoice is sent to closing agent
- On the close date, email is sent to customer with contract PDF
- Tend works with customer on renewal payment at end of year 1

After signup, Tend handles all customer communications, claims processing, payments and renewals.

Getting Reimbursed

Our claims process is easy and fast - customers receive claim payouts in as quick as 1-3 days with ACH delivery.

01

Property manager chooses provider and schedules service.

02

Service is completed by chosen provider and property manager pays invoice.

03

Property manager submits claim paperwork online.

04

Claim is reviewed and authorized by Tend.

05

Payment is issued (minus claim fee) by check or ACH.

Consumer Products - Electronics

PRODUCTS	COVERAGE	CLAIM FEE	Monthly/Annual Premium
Tend Electronics \$1,500 Annual	Consumer Electronics 1 Phone	\$75 Claim / \$199 Phone Replacement	\$29.99/month or \$360/year
Tend Electronics \$3,500 Annual	Consumer Electronics 2 Phones	\$75 Claim / \$199 Phone Replacement	\$39.99/month or \$480/year
Tend Electronics \$6,000 Annual	Consumer Electronics 4 Phones	\$75 Claim / \$199 Phone Replacement	\$49.99/month or \$600/year

Value Add

- Can be offered to renters as an add on to renters insurance
- Generous revenue share with Tend that will lead to making up to \$5 extra a door

Consumer Products - Electronics (No Phone Coverage)

PRODUCTS	COVERAGE	CLAIM FEE	Monthly/Annual Premium
Tend Electronics \$1,500 Annual	Consumer Electronics	\$75 Claim	\$25.99/month or \$310/year
Tend Electronics \$3,500 Annual	Consumer Electronics	\$75 Claim	\$35.99/month or \$430/year

Notes

- Claim process is via dispatch who will recommend to take to local retailer, ship to repair, or in home (typically only TV)
- We do not apply age, make or model restrictions to devices.

What devices are covered?

From mobile phones to smart home systems, Tend protects your favorite electronics.



Mobile Phones



**Laptops &
Computers**



**Home Theatre
Systems**



**Smart home
systems**



Game consoles



Audio Equipment