

## CLAIMS INFORMATION

In the event of a claim, **YOU** should:

1. Notify your facility manager immediately.
2. Report burglaries to your local police department and keep a copy for your records.
3. Take photos of any damage to your unit and/or your belongings.
4. Report your claim to SBOA Tenant Insurance Claims Department.
  - **Call:** 800-792-0345
  - **Online:** <https://sboati.com/file-a-claim>

What **WE** will do:

1. Take your statement of loss.
2. Assign a claims adjuster to begin processing your claim.
3. Send claims forms to gather additional information.
4. Confirm that the cause of the loss is covered in your policy.
5. Have your adjuster contact you regarding the outcome of your claim.

*Every claim is different, and although the claims process can vary slightly according to the situation, your adjuster will devote the time and attention it takes to resolve your claim.*

*We are committed to ensuring every claim is handled as fairly, professionally and carefully as possible.*

## IMPORTANT CONSUMER INFORMATION

- As a benefit to its customers, your storage facility's management holds an insurance policy that names its customers as Additional Insureds.
- Evidence of insurance will be provided to the renter at the time that the coverage is obtained.
- This brochure contains more information on what is included in this benefit and what is excluded.
- The SBOATI program is offered by Cornerstone Insurance Producers, LLC and may not be currently available in all states. (PA License #731260)

The personnel at this facility are not licensed insurance agents. If you have any questions about the SBOA Tenant Insurance Operator Provided Program, you may speak with a licensed agent by calling: 800-792-0345

## CONTACT US



**Administered by:  
Cornerstone Insurance Producers, LLC**

DBA "CIP Insurance Agency LLC" in CA, NE, TX  
DBA "Cornerstone Producers LLC" in AL, NY, MO, PR  
DBA "Cornerstone Ins Producers LLC" in HI, MI

425 North Prince Street, Suite 101  
Lancaster, PA 17603 | 800-792-0345  
[www.sboati.com](http://www.sboati.com)



## TENANT INSURANCE

### OPERATOR PROVIDED PROGRAM

#### COVERAGE FOR

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Fire/Smoke | <input checked="" type="checkbox"/> Lightning |
| <input checked="" type="checkbox"/> Earthquake | <input checked="" type="checkbox"/> Wind/Hail |
| <input checked="" type="checkbox"/> Burglary   | <input checked="" type="checkbox"/> Explosion |

#### COVERAGE FEATURES

- ✓ \$0 Deductible
- ✓ Pays 1<sup>st</sup> even with other coverage
- ✓ Convenient & low cost
- ✓ Helps to cover the gap of Homeowners deductible
- ✓ Up to \$500 in Rodent Damage

## ALSO INCLUDED IN YOUR COVERAGE

**Burglary:** We will pay up to 100% of the amount of the insurance applicable under this policy for loss by burglary or holdup. The term Burglary means the act of stealing property by forcible entry into the storage space described in the "rental agreement." However, this coverage only applies when such storage unit is securely locked at the time of the forcible entry. Visible signs of forcible entry must be evident. The mere absence of a lock will not constitute forcible entry.

**Debris Removal:** Up to 20% of the amount of the insurance applicable under this policy to cover the necessary expense incurred in the removal of debris of the property insured following an insured loss.

**Transit:** Up to 100% of the amount of the insurance applicable under this policy for loss by fire or by the collision or overturn of a motor vehicle or trailer upon which covered property is being transported while property is in transit to or from the storage facility, provided the property is in transit within 100 miles of the storage facility.

**Extra Rental Expense:** Up to 20% of the amount of the insurance under this policy to cover the extra expense necessarily incurred by you for the rental of substitute storage when occupancy of the described storage space is prevented as a result of loss or damage to the storage facility building that would be covered by this policy.

**Rodent/Vermin Coverage:** We will pay up to \$500 of the amount of insurance under this policy for loss or damage caused by moths, insects, rodents or vermin.

**Valuation:** Value of the property will be determined at the time of loss and will be the least of the following amounts: the actual cash value of that property; the cost of reasonably restoring that property; or the cost of replacing that property.

## WHAT IS COVERED

Direct Physical Loss to Your Insured Property is Covered if Caused by the Following:

- Aircraft, Self-propelled Missiles or Spacecraft
- Collapse of Buildings, other than by Earthquake
- Cyclone or Tornado
- Earthquake
- Explosion or Sonic Boom
- Falling Objects
- Fire or Lightning
- Landslide, including sinkhole collapse
- Smoke
- Strikes, Riots or Civil Commotion
- Vandalism or Malicious Mischief
- Vehicles
- Windstorm (hurricane), hail, or water damage except flood, surface water, etc. and/or resulting from mold, mildew, wet or dry rot.
- Weight of Ice, Snow or Sleet



## CARRIER INFORMATION

Underwritten by:

**Harco National Insurance Company**

*All states except HI*

**or Wilshire Insurance Company**

*HI only*

Both companies are a part of IAT Insurance Group and are rated A- (Excellent) by A.M. Best.



IAT Insurance Group  
702 Oberlin Road, Box 10800, Raleigh, NC 27605  
919-833-1600

## WHAT IS NOT COVERED

- Accounts, bills, currency, deeds, evidence of debt, evidence of ownership, contracts and titles, securities, negotiable instruments, money, lottery tickets, notes, animals, jewelry, watches, semi-precious/precious stones, furs, or garments trimmed with fur, breakage of glass or similar fragile articles, illegal drugs, food, alcohol or explosives.
- Damage caused by a pre-existing condition.
- Loss or damage caused by cigarettes or other smoking materials, unless fire ensues.
- Loss or damage caused by mysterious disappearance.
- Loss or damage caused by theft, except burglary as covered herein.
- Loss or damage caused by or resulting from contributed to or aggravated by flood, surface water, waves, tidal water or tidal wave, or overflow of streams or other bodies of water, including but not limited to escape, overflow or discharge, for any reason, of water or waterborne material from a dam, levee, seawall or any other boundary or containments system, unless fire or explosion ensues, and then we will pay only for the ensuing loss.
- Loss or damage caused by or resulting from wear and tear, gradual deterioration, maintenance, inherent vice, latent defect, mildew, mold, wet or dry rot, atmospheric or changes in temperature, delay, loss of use, or loss of market.
- Loss or damage caused by the neglect of the Insured to use all reasonable means to save and preserve the insured property at and after the occurrence of any cause of loss insured against, or when the insured property is endangered by an insured cause of loss.
- Loss or damage caused intentionally by the insured or at the direction of the Insured.
- Loss or damage of contraband, or caused by illegal transportation or trade.
- Loss or damage resulting from activity in violation of the Lease Agreement.
- Any loss, damage, liability, claim, cost or expense of any nature directly or indirectly caused by or resulting from a Communicable Disease or the fear or threat of a Communicable Disease regardless of any other cause, event or other sequence of events.

