

# What's Next?

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

## Resident Resources

Resident Help Center  
[residents.secondnature.com](https://residents.secondnature.com)

Contact Support  
[residents.secondnature.com/s/contact-support](https://residents.secondnature.com/s/contact-support)



### 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 typical increases range from 20-40 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.



### Renters Insurance Program

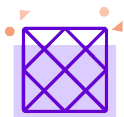
If you enrolled in the master policy offered in your lease, you're covered. You will receive your Evidence of Insurance via email within 45 - 60 days.

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)



### 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.