# Policy FAQ

## 1 What is the Personal Contents Insurance Plan?

The Worth Ave. Group Apartment Plus, Personal Contents Insurance Plan ("Contents Insurance Plan") ("PCIP") is an embedded, group personal property insurance policy offered in addition to the Property Damage Liability Waiver Program. It provides residents with coverage for their personal belongings. Through an opt-out enrollment model, coverage is automatically included unless the resident elects to unenroll or provides a compliant HO-4 policy. The Personal Contents Insurance Plan is an independent group policy administered by Worth Ave. Group.

## 2 What is covered under the Personal Contents Insurance Plan?

Under the PCIP, you will receive insurance coverage for your personal contents and displacement costs coverage under a policy placed with Worth Ave. Group. Your $250 deductible applies first to each approved claim. Please see your resident lease addendum for the specific contents and displacement limit, if applicable. A copy of the insurance policy is available at https://www.worthavegroup.com/info/ppc .

### Summary of Coverage

The following is only a summary of coverage under the PCIP. Review the full coverage (perils, items, exclusions, and limitations) here: https://www.worthavegroup.com/info/ppc .

- Covered perils: Fire, smoke, natural disasters, flood, water (pipe burst, sewage backup, sprinkler, accidental discharge), power surge from lightning, theft, burglary, vandalism, riot civil unrest. Anywhere worldwide coverage for your personal contents.

- Perils not covered: Accidental damage from handling, Corrosion & Rust, Cosmetic Damage, Dishonest Acts, Intentional Acts, Manufacturing Defects, Mechanical Breakdown, Nuclear Hazard, Power Surge (except lightning), Theft from an Unattended Vehicle, Unexplained Loss or Mysterious Disappearance, War, Government Seizure, and Wear and Tear.

- Personal property not covered: Automobile, motorcycle, boat, motor, aircraft or aircraft parts, or any type of motorized land vehicle or other conveyances or their accessories (including car stereos, GPS navigation devices, keyless entry), money in currency or coin, evidence of debt, letters of credit, passport documents, notes, securities, transportation tickets or any other tickets, pharmaceuticals, prescription or over-the-counter, artwork, professional or amateur, antiques or collectibles, animals, firearms, firearm accessories or ammunition, salesman samples, contact lenses, keys, artificial teeth or limbs, or merchandise for sale, software, music or audio files, ringtones, contact lists, computer data, pictures forms of identification, including student ID's and driver's licenses.

## 3 Are there any coverage limitations?

Coverage for jewelry, watches, rings, and other items consisting of gold, silver, platinum, or furs is limited to $1,000.00 for any approved claim.

Coverage for bicycles is limited to $1,000.00.

## 4 Who handles claims and payments for the Personal Contents Insurance Plan?

Residents can file claims directly with Worth Ave. Group. They will handle all aspects of the claim. Worth Ave. Group is responsible for claim intake, review, approval, and claim payment. https://www.worthavegroup.com/claim-submission/ppc

## 5 Is theft from a car covered?

Theft from your vehicle is covered, provided that the vehicle was unattended, there are visible signs of forced entry, and the property is covered by the policy purchased. A police report is required to proceed with the claims process.

## 6 How do I pay my deductible?

If a check is issued for a replacement from Worth Ave. Group, then the deductible will be subtracted automatically from the reimbursement amount.

## 7 Do I need to file a police report?

For all theft, fire, and vandalism claims, a police report is required to process your claim. Online reports are not accepted for any theft valued over $1,000.00.

## 8 How long should I wait after filing a claim to hear back from the adjuster?

If you have not received an email from the claims department within 2 business days, please call the claims department at 1-800-620-2885 (option #2 for claims) to verify receipt of your claim.

## 9 What is the replacement cost for my property?

This would be the cost for you to purchase a comparable replacement at today's market value. In some cases, your original property may no longer be available on the market. In this situation, the adjuster will issue payment for the next comparable model that is available.

## 10 What can I provide as proof of ownership?

You may send a purchase receipt. If needed, the retailer may reprint a receipt for you.

## 11 Can I take my damaged property to a local shop for repairs?

We require claims to be submitted to us prior to any repairs. Independent repair estimates will not be accepted unless approved by the adjuster prior to submission. You will be contacted by your adjuster with repair instructions once your claim has been received. A completed unauthorized repair may void your claim.

## 12 How long does it take to receive payment?

Claims processing can take up to 5-7 business days. On average, policyholders receive payment within 2 weeks from the date of filing the claim.

## 13 Does my coverage extend beyond the Apartment Property and Unit?

Your PCIP coverage is worldwide. Your property will be covered anywhere the covered peril occurs.