

We're here to support you and your questions.

Help Center

Visit our online Help Center as the first step in finding answers to common questions and issues at rhinopartners.zendesk.com

Additional Assistance

If you need additional assistance you can fill out our dedicated [Partner Request Form](#) with detailed information about your question.

Key Reminder

For any specific issues related to enrollment or resident policies, please include the resident's email address and policy details so our team can effectively investigate the issue.

What is coverage?

When we say coverage, we're referring to the dollar amount of protection required by the landlord and provided by the Rhino policy.

Rhino offers flexible protection that accurately matches the risk of every renter. This coverage lasts for the duration of the Rhino policy's effective dates and keeps owners protected in the case of excessive damage and unpaid rent. With Rhino, renters pay for this coverage in full or on a monthly* basis.

What if a renter doesn't pay their Rhino payments?

Owners stay protected even when renters miss Rhino payments, but the renter's eligibility for renewal may be affected.

When renters miss payments, we work with them to handle any outstanding balances without interrupting their coverage. However, if a Rhino renter does not address their outstanding balance with us, they are ineligible to renew their Rhino policy.

*Pricing will vary by individual renter. Example rates are based on limited information and are for informational purposes only. Actual rates determined based on the specific information provided to Rhino. Monthly payment plans may not be available to all renters.

What if a renter moves out early?

If a resident is moving out early, you can stop their coverage by ending their Rhino policy.

When a renter submits a cancellation request, you'll be notified in your Rhino portal. From your portal, you can accept or reject a renter's cancellation request in real-time. You may want to wait to cancel if you anticipate filing a claim against the policy. When a renter moves out their coverage for the apartment ends and you will have 60 days to submit any claims. If a renter is in good standing and no claims are necessary, their policy may be terminated with no additional costs.

How do renewals work?

When renters get close to their lease-end date, we ask them to let us know if they'll be renewing their policy or moving out.

If a renter does nothing, their Rhino policy will auto-renew as long as they do not have an outstanding balance with us. If a renter decides not to renew their policy, you'll be notified in your Rhino portal that their coverage is set to expire when the lease ends. If they do decide to renew and confirm that with us, you can update their policy directly in your portal that their Rhino coverage will renew on the date their lease renews.

What if I need to file a claim?

Partners can submit claims quickly and easily online through the Rhino portal

Rhino is proud to handle end-to-end processing of all claims. Our claims process is executed entirely digitally and we pay out approved claims in an average of 4 days. Rhino partners can submit a claim at any point in during the lease term.

How does a renter cancel a policy if they don't end up signing a lease?

If the renter enrolls for Rhino but doesn't end up moving into the home, they can request the cancellation of their Rhino policy free of cost.

Renters can always request the cancellation of their policy through the Rhino portal. When a renter submits a cancellation request, you'll be notified in your Rhino portal where you can accept or reject a renter's cancellation request in real time. This process can be expedited if partners reach out to us to initiate the cancellation of a Rhino policy. When a property agrees to cancel a renter's Rhino policy, they're acknowledging that no claims will be submitted on the policy. In the event that a renter doesn't move in, but has signed a lease, you may be able to file a claim if they've signed the lease and purchased a Rhino policy. This is something to keep in mind when determining whether to approve a renter's cancellation request.
