



Authorized Travel Retailer-Notices to Retailer

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InsureStays
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(843) 286-5144
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Notices to Retailer

NOTICE REGARDING TRUST ACCOUNTS & GUIDANCE

Individuals and entities taking, receiving, holding, or otherwise collecting coverage payments should hold those monies in a designated trust account; and transmit for timely payment all monies due to insurers, providers and/or their designated agents immediately upon being invoiced by the insurer, provider or designated agent.

Neither InsureStays, RentalGuardian.com, nor their platform affiliates provide legal, tax or accounting advice. InsureStays retailers and the RentalGuardian.com platform account holders assume full responsibility and liability for compliance or non-compliance with tax and accounting regulations. Property managers, property owners, licensees, and related vendors with specific questions regarding taxation, premium-trust, accounting, or legal advice should consult qualified, specialized counsel for specific guidance.

NOTICE REGARDING COMPLAINTS, REQUEST TO CANCEL, SUPPORT REQUESTS

You may register a complaint, request program cancellation, or request compliance support by emailing a specific message to stayinfo@insurestays.com or by calling (843) 286-5144 during regular business hours.

NOTICE REGARDING DUTIES AND RIGHTS

RentalGuardian.com, InsureStays, and the program Insurers and their representatives reserve the right to investigate any claim, to uphold their duties under the law, and to pursue their rights under the law with respect to misrepresentation, fraud, and consumer protection.

InsureStays, as a licensed Supervising Entity, provides specific support and guidance regarding sales and service guidelines to its authorized travel retailers. These guidelines include directives regarding the retailer's website(s), the use of marketing materials, and disclosure. Additional sales and service support can be requested by emailing licensing@insurestays.com or by calling (843) 286-5144 during regular business hours.

The travel retailer training module shared with you, the program descriptions at <https://www.insurestays.com> and the Product Declarations provide specific program details. If this documentation is missing or for additional information, email stayinfo@insurestays.com or call (843) 286-5144 during regular business hours.

NOTICE REGARDING RIGHT TO SUSPEND OR DE-ACTIVATE YOUR ACCOUNT

Both InsureStays and RentalGuardian.com reserve the right to suspend or de-activate any previously activated Retailing Account in the event (1) that the underwriter or carrier determines that the Account is ineligible for coverage and/or participation in the program, or (2) that evidence of appropriate authorization is not provided to InsureStays in a timely manner; (3) that is found to be in violation of known insurance regulations or other applicable laws, or that refuses to comply with sales and service guidelines; (4) that fails to make timely coverage payment.