



Dear Valued Customer:

Thank you for choosing MiniCo's Customer Storage Insurance program for your self- storage contents insurance. This specialty insurance program provides important protection against a variety of perils including burglary, fire and smoke, windstorm, vandalism, lightning and much more. The Customer Storage Insurance product is provided by MiniCo Insurance Agency, LLC and underwritten by Aspen American Insurance Company.

Please review the enclosed Certificate of Insurance carefully before filing it in a safe place. It includes a detailed explanation of the customer storage insurance coverage, exclusions and terms of cancellation.

If you should have any questions, please call a MiniCo Customer Storage Insurance Specialist toll-free at 800-544-6464.

We appreciate your business and look forward to serving you.

Sincerely,

A handwritten signature in black ink, appearing to read "Mike L. Schofield", with a stylized flourish underneath.

Mike L. Schofield
President / CEO
MiniCo Insurance Agency, LLC

Enclosure

MiniCo Insurance Agency LLC, CA License # OH04984
TenantOne Customer Storage Insurance program is underwritten by Aspen American Insurance Company.

10851 N Black Canyon Hwy, Suite 200, Phoenix, AZ 85029
TOLL FREE: 800-544-6464 Fax: 800-637-4981 Email: insurance@TenantOne.com

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Policy Number # _____

Limit \$ _____

Rental Agreement # _____

CUSTOMER STORAGE INSURANCE CERTIFICATE OF INSURANCE

Various provisions in this Policy restrict coverage. Please read the Certificate carefully to determine rights, duties, and what is and is not covered. Testing of form changes

DEFINITIONS: Some words in this Certificate have special meanings. Throughout this Certificate, "you" and "your" refer to the person who is named as a tenant in the **Rental Agreement** and has elected insurance coverage under the Master Policy. The words "we", "us" and "our" refer to the Company providing this insurance.

In addition, certain words and phrases are defined as follows and appear in bold type:

Owner - means the owner, landlord or operator of the self-storage facility.

Rental Agreement - means the Rental Agreement or Lease executed and in effect between you and the Owner.

Amount of Insurance - means that amount of insurance which you have designated by your initials in the Rental Agreement.

Premium - means the amount shown in the Rental Agreement as the premium for this insurance.

CERTIFICATE PERIOD: This insurance begins on the date shown on the **Rental Agreement**. Upon payment of **Premium**, this insurance will remain in effect until expiration, termination, or cancellation as stated in the policy. An invoice will be sent prior to the end of the **Rental Agreement** expiration date to render payment and continue coverage.

INSURING AGREEMENT: We will provide insurance under this policy in consideration of your payment of the **Premium** shown in the **Rental Agreement**. We only cover loss occurring during the **Certificate Period**. We will not pay more than the **Amount of Insurance** for any one loss occurrence for all insured property while in storage within the enclosed storage space(s) described in the **Rental Agreement**. **Amount of Insurance** applies separately to each enclosed storage space you rent/lease that is designated in the **Rental Agreement**.

INSURED PROPERTY: We cover your "Insured Property" which consists of your personal property or the property of others while in storage within the described enclosed storage space(s) located at the storage facility named in the **Rental Agreement**. **Vehicles, trailers or boats in open storage are not insurable under this policy.**

----- IMPORTANT INFORMATION -----

MINICO/BROKER NAME & ADDRESS:

MiniCo Insurance Agency, LLC
P.O. Box 35700
Phoenix, AZ 85069-5700
1-800-544-6464

THERE IS NO DEDUCTIBLE FOR THIS POLICY

TO REPORT YOUR LOSS: Call MiniCo, authorized representative, Toll-Free at 1-800-528-1056.

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COVERED CAUSES OF LOSS: We will pay for direct physical loss of or damage to the Insured Property/Insured Property caused by or resulting from any of the following covered causes of loss, except as otherwise excluded:

- (a) Fire or Lightning.
- (b) Windstorm or Hail.
- (c) Cyclone, Tornado or Hurricane.
- (d) Explosion or Sonic Boom.
- (e) Strikes, Riots or Civil Commotion.
- (f) Aircraft, Self-propelled Missiles or Spacecraft.
- (g) Vehicles.
- (h) Smoke.
- (i) Falling Objects, provided the building where your Insured Property is stored is first damaged by the Falling Object.
- (j) Vandalism or Malicious Mischief.
- (k) Weight of Ice, Snow or Sleet.
- (l) Collapse of Buildings or any part thereof.
- (m) Earthquake or Volcanic Eruption.
- (n) Landslide.
- (o) Sinkhole collapse.
- (p) Accidental discharge, leakage or overflow of water, steam damage or other substance from within plumbing, heating, air conditioning or fire protective systems, except as excluded in paragraph (b) under the heading "EXCLUSIONS".
- (q) Water Damage except as excluded in paragraph (b) under the heading "EXCLUSIONS".

ADDITIONAL COVERAGES: We will also cover these additional causes of loss up to the amounts stated for each:

- (a) **FACILITY PROTECTION:** We will pay for direct physical loss of or damage, including loss of use, to the storage facility designated in the **Rental Agreement** caused by Fire originating within your rented storage space(s) designated in the **Rental Agreement** which occurs during the policy period. The most we will pay for the total of direct physical loss or damage, including loss of use, is \$25,000 for any one occurrence. Our payment will only be for the account of the storage facility **Owner**.
- (b) **BURGLARY OR HOLD UP OPTIONAL COVERAGE:** Burglary or Hold Up coverage is provided for 100% of the **Amount of Insurance**. "Burglary" means the act of stealing property by forcible entry into a securely locked storage space provided there are visible marks of such forcible entry upon the exterior of the storage space. The mere absence of a lock or padlock will not constitute visible marks of forcible entry. "Hold Up" means the stealing of Insured Property/Insured Property by violence or threat of violence against you or an employee of the storage facility to gain unlawful ingress into a storage space. **You must immediately report a loss under this coverage to the appropriate law enforcement agency.**
- (c) **DEBRIS REMOVAL:** 25% of the **Amount of Insurance** under this policy to cover the necessary expense incurred in the removal of debris from the property following an insured loss.
- (d) **TRANSIT:** 100% of the **Amount of Insurance** under this policy for loss by fire or by the collision, upset or overturn of a motor vehicle or trailer upon which Insured Property is being transported while such property is in transit to or from your storage space and within 100 miles of the described storage facility.

(e) **EXTRA RENTAL EXPENSE:** 25% of the **Amount of Insurance** under this policy to cover the extra expense necessarily incurred by you for the rental of substitute storage space when occupancy of the described storage space is prevented as a result of direct physical loss of or damage to storage facility buildings by a Covered Cause of Loss.

(f) **RODENTS OR VERMIN DAMAGE:** 25% of the **Amount of Insurance** under this policy but not more than \$500 for direct physical loss of or damage to the Insured Property caused by rodents or vermin.

NO DEDUCTIBLE: There is no deductible for the insurance provided under this policy.

EXCLUSIONS: This policy does not insure:

- (a) Accounts, bills, currency, deeds, food stamps or other evidences of debt, notes or securities, money, jewelry, watches, precious stones, furs or garments trimmed with fur;
- (b) Against loss or damage caused by, resulting from, contributed to or aggravated by flood, surface water, waves, tidal water or tidal wave, overflow of streams or other bodies of water, or spray from any of the foregoing, all whether driven by wind or not;
- (c) Against loss or damage caused by or resulting from wear and tear, gradual deterioration, inherent vice, latent defect, moths, insects, mildew, wet or dry rot, atmospheric condition or changes in temperature; breakage of glass or similar fragile articles; delay, loss of use or market of any item;
- (d) Against loss or damage caused by or resulting from rodents or vermin, **except for the limited amount of coverage provided under ADDITIONAL COVERAGES, paragraph (f);**
- (e) Nuclear reaction or radiation or radioactive contamination, unless fire ensues, and then we only insure the loss or damage caused by the fire.
- (f) War and military action, whether undeclared or civil war, any action by any military force, insurrection, rebellion, revolution, usurped power or any action by any governmental authority defending against any of these actions.
- (g) Loss or damage caused by your neglect to use all reasonable means to save and preserve the Insured Property at and after the occurrence of any Covered Cause of Loss, or when the Insured Property is endangered by any Covered Cause of Loss;
- (h) Loss or damage caused intentionally by you, or at your direction;
- (i) Loss or damage of contraband, or caused by illegal transportation or trade;
- (j) Loss or damage caused by hazardous materials;
- (k) Loss or damage resulting from any activity in violation of the **Rental Agreement**.

VALUATION: In the event of loss or damage to Insured Property, we will determine the value of Insured Property on the basis of replacement cost without deduction for depreciation, subject to the following:

(a) The value of the following kinds of property,

- (1) Antiques, fine arts, paintings and similar irreplaceable rare or antique articles;
- (2) Memorabilia, souvenirs, collectors' items, and similar articles whose age, history, or associated personal memories contribute to their value;
- (3) Articles not maintained in good or workable condition;
- (4) Articles that are outdated or obsolete and not used; and
- (5) Vehicles including motorcycles, trailers, or boats,

will be the least of these amounts:

- i. The actual cash value of that property;

- ii. The cost of reasonably restoring that property to its condition immediately before loss; or
- iii. The cost of replacing that property with other property that is of like kind, quality and use.

(b) We will determine the value of physical structure or building and storage facilities at cost of reconstruction.

(c) The most we will pay in any one occurrence is the least of:

(1) The amount actually and necessarily spent to repair or replace the Insured Property; or

(2) The **Amount of Insurance** shown in the Declarations or designated under **ADDITIONAL COVERAGES, paragraphs (a) through (f)**.

(d) If your loss qualified for payment on a replacement cost basis, but the cost of repair or replacement is more than \$5,000, the only basis on which we will settle pending completion of repairs or replacement is actual cash value, as of time of loss.

In case of such a loss, you can make an initial claim for payment on the actual cash value basis, and later make a supplementary claim for replacement cost payment. If you elect to exercise this option, you must notify us of your intention in writing within 90 days of the occurrence of the loss.

PAIR SET OR PARTS

(a) **PAIR OR SET.** In case of loss to any part of a pair or set, at our option we may:

(1) Repair or replace any part to restore the pair or set to its value before the loss; or

(2) Pay the difference between the value of the pair or set before and after the loss.

(b) **PARTS.** In case of loss to any part of Insured Property, consisting of several parts when complete, we will pay only for the value of the loss or damaged part.

APPRAISAL: If we and you disagree on the value of the property or the amount of loss, either may make written demand for an appraisal of the loss. In this event, each party will select a competent and impartial appraiser. The two appraisers will select an umpire. If they cannot agree, either may request that selection be made by a judge of a court having jurisdiction. The appraisers will state separately the value of the property and amount of loss. If they fail to agree, they will submit their differences to the umpire. A decision agreed to by any two will be binding. Each party will:

(a) Pay its chosen appraiser; and

(b) Bear the other expenses of the appraisal and umpire equally.

If there is an appraisal, we will still retain our right to deny the claim.

OTHER INSURANCE:

(a) You may have other insurance subject to the same plan, terms, conditions and provisions as the insurance under this policy. If you do, we will pay our share of the covered loss or damage. Our share is the proportion that the applicable **Amount of Insurance** under this policy bears to the Limits of Insurance of all insurance covering on the same basis.

(b) If there is other insurance covering the same loss or damage, other than that described in (a) above, we will pay only for the amount of covered loss or damage in excess of the amount due from that other insurance, whether you can collect on it or not, provided that we will not pay more than the applicable

Amount of Insurance.

AUTOMATIC REINSTATEMENT: Loss under this policy shall not reduce the applicable **Amount of Insurance** hereunder.

CONCEALMENT, MISREPRESENTATION OR FRAUD: This policy is void in any case of fraud by you as it relates to this policy at any time. It is also void if you, at any time, intentionally conceal or misrepresent a material fact concerning:

- (a) This policy;
- (b) The Insured Property;
- (c) Your interest in the Insured Property; or
- (d) A claim under this policy.

DUTIES YOU HAVE AFTER LOSS: You need to contact our authorized representative promptly. Call toll-free to 1-800-528-1056, or email us at: claim@minico.com. You may also fax notice to us at 1-800-331-9666.

Tell us your name and address, telephone number and policy number. You also need to tell us:

- (a) How, when and where the loss occurred;
- (b) The property involved, and your interest in it; and
- (c) The names and addresses of any witnesses.

If the loss is due to Burglary or Hold Up, you must report it to the appropriate law enforcement agency.

You must do all of the following if requested by us:

- (a) Permit us to inspect the damaged property before it is disposed of or repaired;
- (b) Send us a sworn statement of loss containing the information we request to settle your claim. You must do this within 60 days of our request;
- (c) Agree to examinations under an oath at our request;
- (d) Produce others for examination under an oath at our request;
- (e) Provide us with all pertinent records needed to prove the loss;
- (f) Cooperate with us in the investigation or settlement of the loss.

WE DO NOT HAVE TO PAY ANY CLAIM UNTIL YOU COMPLY WITH THESE CONDITIONS.

LOSS PAYMENT / OTHER RECOVERIES: We will pay or make good any insured loss under this insurance within 30 days after we reach agreement with you, the entry of final judgment or the filing of an arbitration award. We will not be liable for any part of a loss which has been paid or made good by others.

RIGHTS AGAINST OTHERS: It is possible that you might have a claim for damage caused by someone else. If we pay you for the claim, we may be entitled to recover from the responsible party the amount we pay you. You must assist us if we try to recover, and you agree to not do anything which would hinder our recovery.

LEGAL ACTION AGAINST US: No one may bring legal action against us under this policy unless:

- (a) There has been full compliance with all of the terms of this insurance; and
- (b) The action is brought within 2 years after the date on which the direct physical loss or damage occurred.

TERMINATION OF INSURANCE: The insurance shall automatically terminate without notice to you:

- (a) On the date the **Rental Agreement** is terminated.

This insurance may also be canceled as provided in the Cancellation / Refunds clause shown below.

CANCELLATION / REFUNDS:

- (a) You may cancel this insurance by sending us advance written notice of cancellation.

(b) We may cancel this insurance by mailing or delivering to you written notice of cancellation at least:

(1) 10 days before the effective date of cancellation if we cancel for nonpayment of **Premium**; or

(2) 30 days before the effective date of cancellation if we cancel for any other reason.

(c) Notice of cancellation will state the reason(s) and effective date of cancellation. The policy period will end on such date of cancellation.

(d) We will mail or deliver our notice to your last mailing address known to us.

(e) If notice is mailed, proof of mailing will be sufficient proof of notice.

(f) If this policy is canceled, you may be entitled to a **Premium** refund. If so, we will send you the refund. If you or we cancel, the refund will be pro rata. The cancellation will be effective even if we have not made or offered refund.

CHANGES: This policy contains all the agreements between you and us concerning the insurance afforded. Its terms can be amended or waived only by written change authorized by us and made a part of this policy.

CONFORMITY WITH STATE STATUTE: If any of the terms and conditions in this policy is in conflict with the laws of the state where the storage facility shown on the **Rental Agreement** is located, this policy is amended to conform to such laws.

Aspen American Insurance Company



IN WITNESS WHEREOF, the Insurer has caused this Policy to be signed by its President and Secretary and countersigned where required by law on the Declarations page by its duly Authorized Representative.

A handwritten signature in black ink, appearing to read 'Kilian Band'. The signature is fluid and cursive.

Secretary

A handwritten signature in black ink, appearing to read 'D. O. C. L.'. The signature is large and stylized, with a prominent loop at the end.

President

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

CALIFORNIA CHANGES

This endorsement modifies insurance provided by the following:

CUSTOMER STORAGE INSURANCE POLICY

In consideration of the premium charged, it is agreed that:

LEGAL ACTION AGAINST US Condition is deleted in its entirety and replaced by the following:

LEGAL ACTION AGAINST US: No one may bring legal action against us under this policy unless:

- (a) There has been full compliance with all of the terms of this insurance; and
- (b) The action is brought within 3 years after the date on which the direct physical loss or damage occurred.

APPRAISAL Condition is deleted in its entirety and replaced by the following:

APPRAISAL: If we and you disagree on the value of the property or the amount of loss, either may make written request for an appraisal of the loss. If the request is accepted, each party will select a competent and impartial appraiser. Each party shall notify the other of the appraiser selected within 20 days of the request. The two appraisers will select an umpire. If they cannot agree within 15 days, either may request that selection be made by a judge of a court having jurisdiction. The appraisers will state separately the value of the property and amount of loss. If they fail to agree, they will submit their differences to the umpire. A decision agreed to by any two will be binding. Each party will:

- (1) Pay its chosen appraiser; and
- (2) Bear the other expenses of the appraisal and umpire equally.

If there is an appraisal, we will still retain our right to deny the claim.

CANCELLATION / REFUNDS Condition is deleted in its entirety and replaced by the following:

CANCELLATION / REFUNDS:

- (a) You may cancel this insurance by mailing or delivering to us advance written notice of cancellation.

- (b) We may cancel this insurance by mailing, by certified mail to you, and mail to the agent, if any, written notice of cancellation stating the reasons for cancellation. We will mail this notice at least:

- (1) 10 days before the effective date of cancellation if we cancel for nonpayment of **Premium**; or
- (2) 30 days before the effective date of cancellation if we cancel for any other reason.

- (c) If this policy has been in effect for 60 days or more, or is a renewal of a policy we issued, we may cancel this policy only upon the occurrence, after the effective date of the policy, of one or more of the following:

- (1) Nonpayment of **Premium**;

- (2) Discovery of fraud or material misrepresentation by:

- a. Any insured or his or her representative in obtaining this insurance; or
- b. You or your representative in pursuing a claim under this policy.

- (3) A judgment by a court or an administrative tribunal that you have violated a California or Federal law, having as one of its necessary elements an act which materially increases any of the risks insured against.

- (4) Discovery of willful or grossly negligent acts or omissions, or of any violations of state laws or regulations establishing safety standards, by you or your representative, which materially increase any of the risks insured against.

- (5) The occurrence of a change in the risk that materially increases any hazard insured against after insurance coverage has been issued or renewed; or

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- (6) A determination by the Commissioner of Insurance that the continuation of the policy would place us in violation of the insurance laws of this state.
- (d) Notice of cancellation will state the reason(s) and effective date of cancellation. The policy period will end on that date.
- (e) We will mail or deliver our notice to your last mailing address known to us.
- (f) If notice is mailed, proof of mailing will be sufficient proof of notice.
- (g) If this policy is canceled, you may be entitled to a **Premium** refund. If so, we will send you the refund. If you or we cancel, the refund will be pro rata. The cancellation will be effective even if we have not made or offered refund.

**ALL OTHER TERMS, CONDITIONS AND EXCLUSIONS
REMAIN UNCHANGED.**

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

CUSTOMER STORAGE INSURANCE COVERAGE EXTENSION

This endorsement modifies insurance provided by the following:

TENANTONE CUSTOMER STORAGE INSURANCE POLICY
MASTER POLICY INLAND MARINE SELF-STORAGE PERSONAL PROPERTY
CUSTOMER STORAGE INSURANCE POLICY

In consideration of the premium charged, it is agreed that:

With respect to this endorsement, if you are the Master Policyholder, the terms "you", "your" or "yours" refer to the person who is named on the individual Certificate of Insurance.

The following definition is added to **DEFINITIONS**:

Storage Space — means the enclosed space, locker, or mobile container rented or leased to you and described in your **Rental Agreement** and in the Declarations of this policy.

INSURED PROPERTY Condition is deleted in its entirety and replaced by the following:

INSURED PROPERTY: We cover your personal property or the property of others for which you may be liable or have assumed liability prior to a loss, while in storage:

- (a) within the described enclosed storage space(s) at the storage facility address described in the Declarations; or
- (b) within a mobile storage container located at the described storage facility address or at your place of residence or business within the United States of America.

Vehicles, trailers or boats in open storage are not insurable under this policy.

OTHER INSURANCE Condition is deleted in its entirety and replaced by the following:

OTHER INSURANCE: You may have other storage insurance subject to the same plan, terms, conditions and provisions as the insurance under this policy. If you do, we will pay our share of the covered loss or damage. Our share is the proportion that the applicable **Amount of Insurance** under this policy bears to the Limits of Insurance of all insurance covering on the same basis.

ALL OTHER TERMS, CONDITIONS AND EXCLUSIONS REMAIN UNCHANGED.

Filing a Claim for a TenantOne Policy



HOME ABOUT US

PRODUCTS CLAIMS LOSS CONTROL PUBL

- Self-Storage Commercial Insurance
- Agribusiness Insurance
- Collectibles Insurance
- Contractors Liability Insurance
- Cyber Insurance
- Equipment Breakdown Insurance
- Lawyers Professional Liability
- Miscellaneous Professional Liability
- Self-Storage Tenant Insurance**
- Self-Storage Workers Comp Insurance

The online form is the **FASTEST** and **EASIEST** way to file a claim for a TenantOne policy.

STEP 1

Open your browser. Type www.minico.com and tap the Enter key

STEP 2

On the MiniCo home page, click **Claims** and then **Self-Storage Tenant Insurance**.

STEP 3

Read and follow the instructions in the gray box to get the best results.

Click the **Click to File a Claim** button to open the online form editor.

STEP 4

Click the **Get Started** button to start typing on the form.

STEP 5

When you have filled out the form, click the **Done** button at the bottom of the page. This will submit your completed form to the Claims Department.

You will then see a "thank you" page, which confirms that your form has been transmitted to MiniCo. That page will offer the option to print the completed form or email a copy to yourself.

Questions?

Call MiniCo's Claims Department at 800-528-1056 or email claim@minico.com.

File a Claim

PLEASE NOTE: Claim forms are in a printable PDF format. For best results, complete forms on a desktop computer, laptop computer, or tablet. Completing forms on a smartphone is NOT recommended.

When you submit a completed form, you will see a "Thank You" page. This page confirms that MiniCo has received your form. For extra peace of mind, you may download or print a copy of the completed form.

Click to File a Claim

Forms: Property Loss
By Phone: 800-528-1056
After Hours: 800-528-1056
By Fax: 800-528-1056
Fraud Hotline: 800-528-1056
By E-Mail: claim@minico.com

Thank You

MiniCo Insurance Agency, LLC

DONE

✓ DONE



INSURANCE | UNDERWRITERS

800-528-1056 / www.minico.com

