

FLATIO® Damage Coverage Guarantee

The company Flatio, s.r.o., ID 038 88 703 with its registered office at Dominikánské náměstí 187/5, Brno 602 00, Czech Republic (hereinafter referred to as "Flatio") offers to its business partners, as proof of trust in mutual cooperation, a **Damage Coverage Guarantee** up to € 10.000 on every flat rented through the application FLATIO® (hereinafter referred to as "**Damage Coverage Guarantee**"). This document defines the basic terms and conditions under which the **Damage Coverage Guarantee** can be provided.

What is the Damage Coverage Guarantee?

The **Damage Coverage Guarantee** is intended to cover cases of property damage caused by the Tenant/Roommate which was covered by a deposit in the past. The **Damage Coverage Guarantee** is not an insurance policy, nor its function is not replacing it.

If the damage and its amount are properly proven to Flatio, Flatio will pay for the damage under the terms of this statement. Guarantee benefits can be claimed by all persons who have entered into a lease with the relevant Tenant / Roommate through the FLATIO® Application (hereinafter referred to as "Housing Providers").

What are the terms of use of the Damage Coverage Guarantee?

In order to be entitled to performance under the **Damage Coverage Guarantee**, the Housing Provider is obliged to:

- a) Send a notification about the damage within one day after the handover of the Residential Premises.
- b) Provide Flatio with evidence proving the origin and amount of damage caused by the Tenant / Roommate, notably Handover Protocol fully filled and signed by both parties (including pictures showing the condition before and after the lease) within one week after the termination of the lease agreement. If the equipment is not specified in the Handover Protocol, it is not possible to claim compensation for damage caused to such equipment.
- c) Provide provement of Damage Claim to Tenant / Roommate.

Documents received must clearly demonstrate the state before and after the occurrence of the event and specify the costs necessary to recover in the previous state. In case of doubt, Flatio may request a supplement or physical visit to the area. The contribution of the Housing Provider is set at 25% of the proven damage, but not more than € 200.

In which cases does the Damage Coverage Guarantee not apply?

The security deposit does not apply to

- a) valuables, works of art and cash,
- b) normal wear and tear,
- c) arrears on rent and energy
- d) damage that might be or was claimed from household insurance or property insurance.
- e) damage caused by the tenant with whom the Housing Provider did not immediately terminate the Lease Agreement on Flatio recommendation.

How long does it take for a claim to be paid out of the Damage Coverage Guarantee?

It all depends on the quality and completeness of the documents proving the damage, the amount of damage proved and the degree of cooperation between the Tenant and the Roommate. Our goal is to handle all cases including the payment of the **Damage Coverage Guarantee** within 14 days of the delivery of the documents!

What are the obligations after receiving the Damage Coverage Guarantee payment?

If the Housing Provider is financially compensated for proven damages, he is required to grant a power of attorney to recover damages in the given case to Flatio, or to assign a performance claim for compensation for such damage to Flatio.