

Rhino & RealPage Native Integration

FAQs

For any questions not answered here, please reach out to your Rhino Account Manager or visit our website at sayrhino.com

What is Rhino?

Rhino+ is an end-to-end deposit management platform where 100% of your renters can fulfill their security deposit requirement with either an affordable security deposit insurance option or a traditional cash deposit.

How does a Renter satisfy their deposit requirement with Rhino?

1. Following renter approval, the partner includes a link to the Rhino workflow as the next step in the approval email to renter.
 2. Rhino uses application data to underwrite the renter - in order to present the cheapest move in options.
 3. Renter is presented with their deposit options & fees for move-in. - Cash, Insurance, Combo, payments etc.
 4. Renter completes checkout and data is pushed back into your PMS
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What are the renter's options?

Renters will have the option to either sign up for a security deposit insurance policy (pending eligibility) or pay their cash deposit through Rhino. They can then choose between an upfront cash deposit payment or insurance premium payments to satisfy their rental property security requirements. If a renter does not qualify for a policy, they will default to cash deposit payment.

Why should I offer Rhino to my renters?

Many reasons! But some are because:

- Property managers no longer have to collect or return cash deposits, removing a step from the leasing process.
- Rhino offers the same protection that a security deposit would, so landlords are protected against covered damages and missed rent payments.
- Lower upfront move-in costs opens a wider pool of applicants, allowing for a quicker leasing process.

Does Rhino Integrate with RealPage?

Yes! Rhino offers a free, one-of-a-kind native RealPage integration. This integration flows seamlessly into your current post-renter approval workflow, with the goal of collecting the necessary move-in fees and satisfying an approved renter's deposit requirement in one simple step.

What is the benefit of the Rhino x RealPage Integration?

Our end-to-end platform automates and streamlines move-in requirements within your existing PMS, ensuring partners experience reduced administrative overhead and enhanced efficiency. Property managers can now provide a seamless digital experience to renters, creating a future of convenience and customer satisfaction.

How much does it cost for me (the partner)?

It is entirely free for partners. Our business model drives profit from security deposit insurance and our relationships with our reinsurance partners. We don't make money off of cash deposit transactions now.

How does Rhino policy pricing work?

Pricing is calculated individually based on Rhino's unique underwriting algorithm. You set the cash deposit amount, and renters can satisfy that option with debit, credit, or via ACH.

What does a Rhino policy cover?

Rhino protects a home against damages and missed rent payments for the property manager. If a loss is incurred during the course of a lease, a claim may be filed. Rhino will investigate the claim, and if it is approved, Rhino will pay the claim up to the coverage amount. The renter will be responsible for reimbursing Rhino for the approved claim amount.

If a resident signs up for a Rhino policy, do they still need a cash security deposit?

No, if a resident signs up for a Rhino policy it directly replaces their need for a cash security deposit.

Do all residents on a lease need to have a Rhino policy?

Only one policy is needed per unit if a renter has chosen this option. If there are multiple leaseholders, only one roommate will need to go through the Rhino workflow and satisfy their deposit requirement. Whoever signs up is the person that Rhino will hold responsible for reimbursing paid claim(s), so renters can hopefully be mindful about their decision since we only need one policy.

What if a renter doesn't pay their Rhino premium 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 and Rhino reserves the right to take additional action to address premium delinquency. Note: At renewal, this renter will only have the option to pay a cash deposit.

How do you contact us?

You can reach out to your dedicated account manager or we have live agents that are available to assist you via live chat at sayrhino.com from 10am-5pm EST Monday through Friday, in addition to our chatbot which is available 24/7.
