

ASSURENTLY – TERMS & CONDITIONS

Last Updated: 12/1/2025

Welcome to Assurently, LLC (“Assurently,” “we,” “us,” or “our”).

These Terms & Conditions (“Terms”) govern your use of our website, services, membership program, and any related features (collectively, the “Services”).

By accessing our website or enrolling in an Assurently membership, you agree to be bound by these Terms.

If you do not agree, do not access or use our Services.

1. Nature of Service

Assurently provides a **membership-based financial assistance program** designed to offer **one (1) month of rent support during verified financial hardship**, subject to eligibility, documentation requirements, and the availability of funds.

Assurently is NOT:

- insurance
- a loan provider
- a credit service
- a guarantee of rental payment

All hardship decisions and support payments are **discretionary**.

2. Eligibility for Membership

To become a member, you must:

- Be at least 18 years old
- Live in the United States
- Currently rent your residence
- Provide accurate information during enrollment
- Agree to these Terms and our Privacy Policy

We reserve the right to deny membership at our discretion.

3. Membership Fees

- Membership costs **\$20 per month**
- Fees are billed automatically on a recurring basis
- You authorize Assurently to charge your selected payment method until canceled

Membership fees are non-refundable, including:

- Partial months
- Inactivity
- Denied hardship requests

If your payment fails, your membership may be suspended or canceled.

4. Hardship Eligibility Requirements

To qualify for hardship support, you must:

1. Be an active Member in good standing
2. Have completed the **60-day activation period**
3. Submit a hardship request form
4. Provide verifiable documentation supporting your hardship
5. Allow us to confirm tenancy and rental details with your landlord
6. Have no other hardship payouts within the past 12 months

Meeting requirements does **not guarantee** approval.

5. Covered Hardship Types

Examples of eligible hardships include:

- Loss of income
- Reduced work hours
- Medical or illness-related hardship
- Family emergency
- Unexpected essential expenses

Assurently may accept or deny documentation at our discretion.

6. Hardship Assistance Limitations

If approved, Members may receive **one month of rent support**, paid:

- **Directly to the landlord or property manager**
- For the Member's primary residence
- Once every rolling **12-month period**
- Only up to the verified monthly rent amount

Assurently does **not** pay:

- Late fees
- Court fees
- Security deposits
- Multiple months of rent

Support is **subject to available reserve funds**.

7. No Guarantee of Payment

Membership does **not** guarantee that hardship support will be approved or paid.

Assurently may deny a request for reasons including, but not limited to:

- Insufficient documentation
- Suspicious or fraudulent claims
- Inaccurate information
- Ineligible hardship types
- Reserve fund limitations
- Violation of these Terms

8. Member Responsibilities

You agree to:

- Provide accurate and truthful information
- Keep your payment method active
- Notify Assurently of any changes to housing or landlord contact information
- Use membership responsibly and in good faith
- Not misuse, manipulate, or attempt to defraud the program

Fraudulent or misleading information may result in immediate cancellation and potential legal action.

9. Landlord Communication

By enrolling, you authorize Assurently to:

- Contact your landlord/property manager
- Verify your tenancy, rent amount, and status
- Provide payment on your behalf
- Confirm hardship approval

We only share information necessary to administer your membership.

10. Cancellations

You may cancel your membership at any time by contacting us.

Important:

Canceling your membership immediately ends hardship eligibility — including active or pending requests.

Assurently may cancel your membership for:

- Nonpayment
- Fraud or suspected fraud
- Violation of these Terms
- Abuse of the program
- Any reason at our discretion

11. Intellectual Property

All content on Assurently's website and marketing materials — including logos, graphics, text, and design — belongs to Assurently, LLC and is protected under U.S. copyright, trademark, and intellectual property law.

You may not copy or reproduce our materials without written consent.

12. Website Use

You agree not to:

- Misuse or hack the website
- Use automated tools to access or extract data
- Modify or interfere with site functionality
- Attempt unauthorized access to systems or data

Violation may result in legal action.

13. Limitation of Liability

To the fullest extent permitted by law, Assurently is **not liable** for:

- Evictions or housing disputes
- Late fees, penalties, or legal actions
- Losses due to denied hardship requests
- Errors or delays by your landlord
- Loss of income, emotional distress, or consequential damages

You agree to use the membership at your own risk.

14. No Professional Advice

Assurently does not provide:

- Legal advice
- Financial advice
- Housing counseling
- Credit counseling

Any information provided is for general educational purposes only.

15. Changes to Terms

We may update these Terms at any time.

Changes take effect upon posting to our website.

Your continued use of the Services implies acceptance of the revised Terms.

16. Governing Law

These Terms are governed by the laws of the **State of Wisconsin**, without regard to conflict-of-law principles.

Any disputes shall be resolved exclusively in courts located in Wisconsin.

17. Contact Us

For questions about these Terms, contact:

Assurently, LLC

Email: support@assurently.com

Website: www.assurently.com

Address: 1835 E. Edgewood Dr., Suite 105 – 401, Appleton, WI 54913, United States