Welcome

RentalGuardian Damage Claims Portal

Training Guide

RentalGuardian.com

RENTALGUARDIAN TRAINING

Agenda

What we'll cover today

1

RentalGuardian Damage Claims Portal

Claim intake portal— submit loss details for your claim

2

Claim Tracking & Communication

Claim portal — track your claim, and communicate with claims team

SECTION 01

RG Damage Claims Portal

Our guided claim intake portal collects accurate, complete claim information from the start.

Smart.ly is a claims submission tool powered by our claims team.

All of this — right from your mobile device or computer!

What’s Improved

Clear, Guided Process

Step-by-step form that makes submitting claims simple and intuitive in **10** minutes!

Faster Claim Reviews

Complete submissions reduce delays and we're using intelligent automation to improve claim accuracy, completeness, and speed.

More Accurate Information

Structured inputs ensure all required details are captured correctly

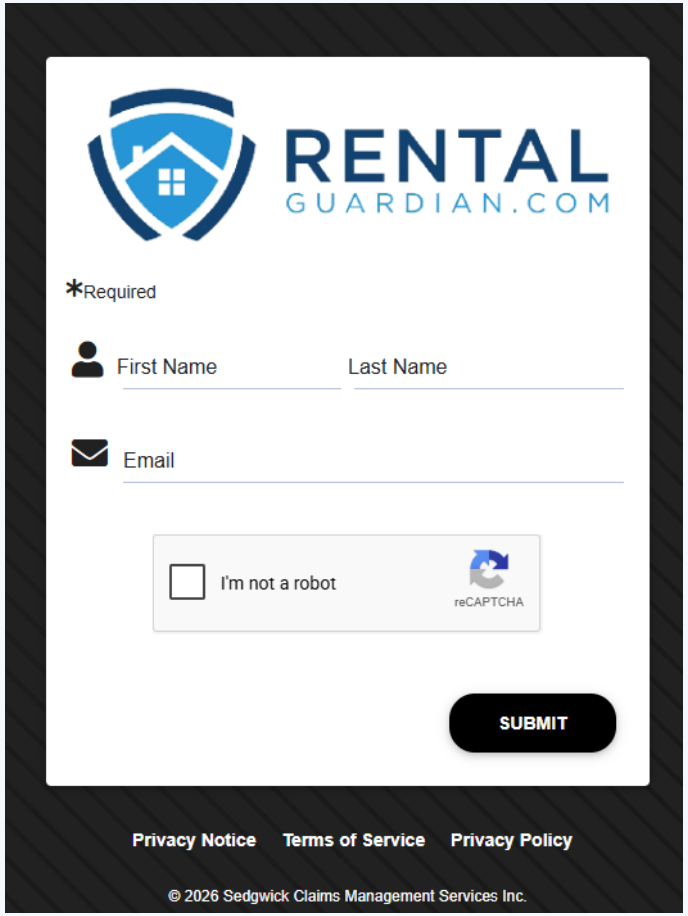


Welcome & Login

Introduction

This guide helps you report claims quickly and efficiently.

URL: https://intake.sedgwick.com/u/2530/intake



Please note:

Scope: Damage claims (Guest-caused **accidental** damage)

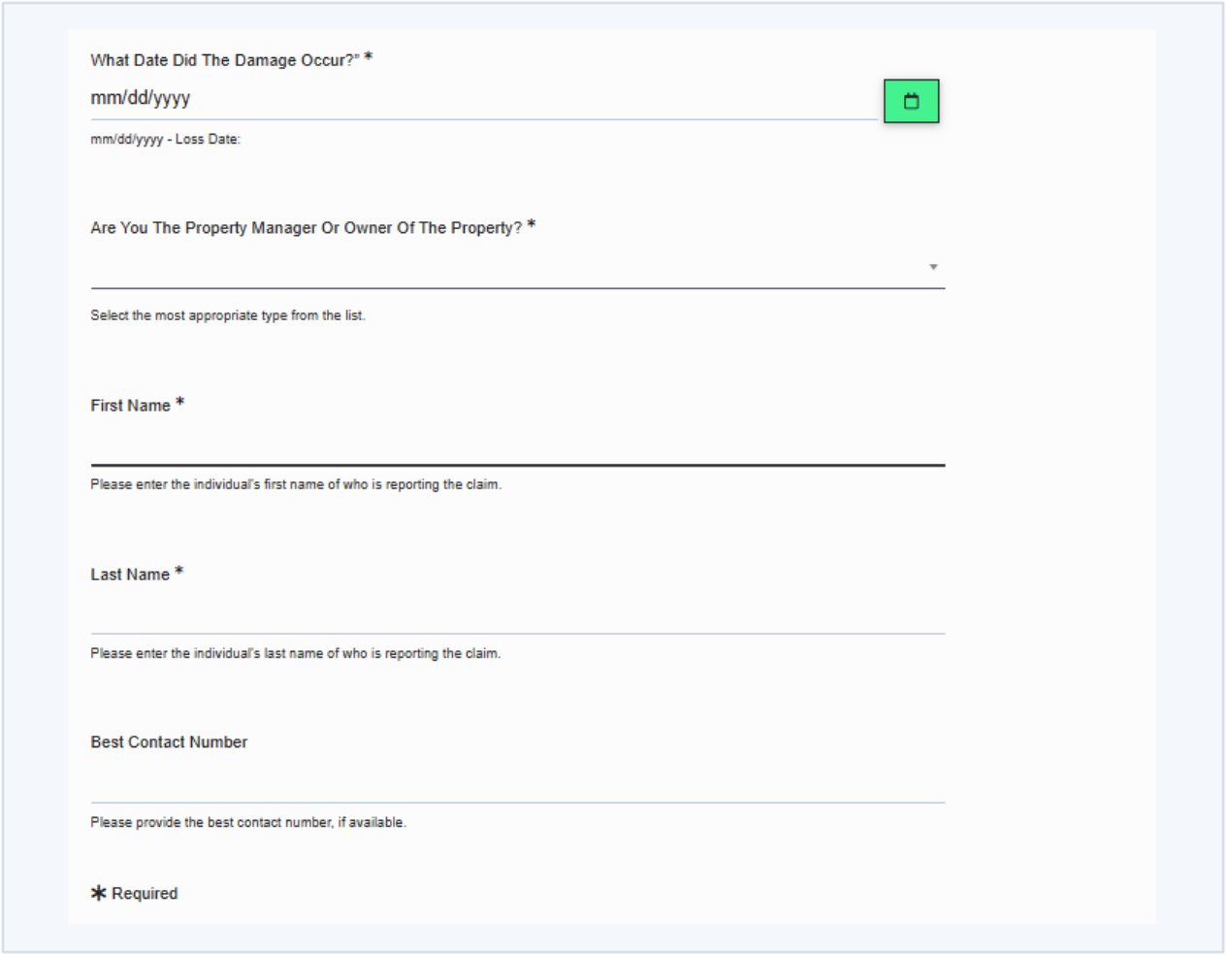
You are required to include at least 2 photos (damaged item and related invoice/receipt) to proceed with your claim.

File upload limit: Each file must be 6 MB or smaller. **Compress or resize files that exceed this limit** before uploading.

Required fields: Complete all fields marked with an asterisk — they are required to submit your claim.

Reporter Information

- **Fill in** the damage date & your identity i.e your first & last name.
- **Select** how you were first notified of the damage or loss.
- **Confirm** whether you are the property owner, manager, or guest.



Please note:

The portal does not save progress. If idle for more than 20 minutes, you **must** restart.

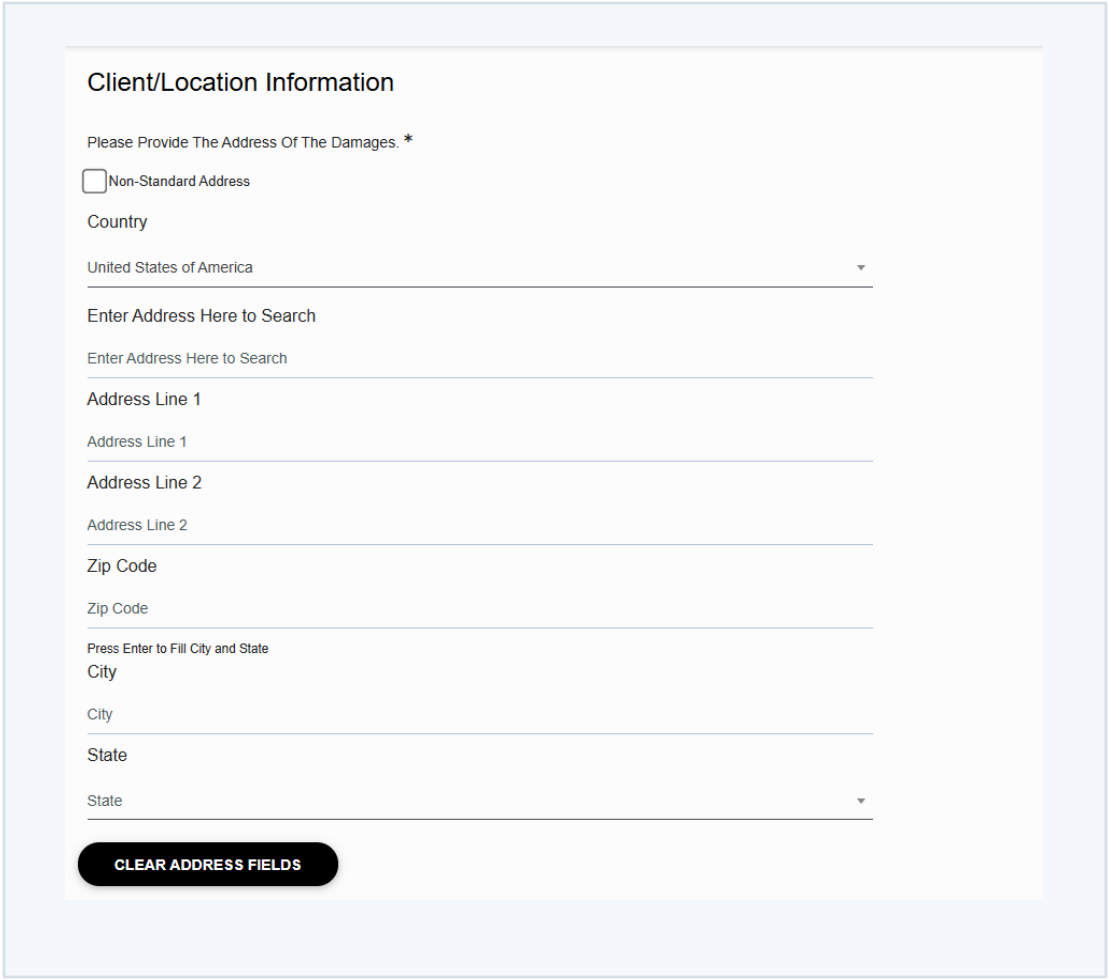
Please submit your claim within 14 days after the guest checks out, and share any extra details within 45 days after checkout.

Location Information

- **Enter the full address** of the affected property.
- Includes country, address, city, state, and ZIP/postal code.
- **Include** unit/suite details.
- This ties the loss to the correct property record.

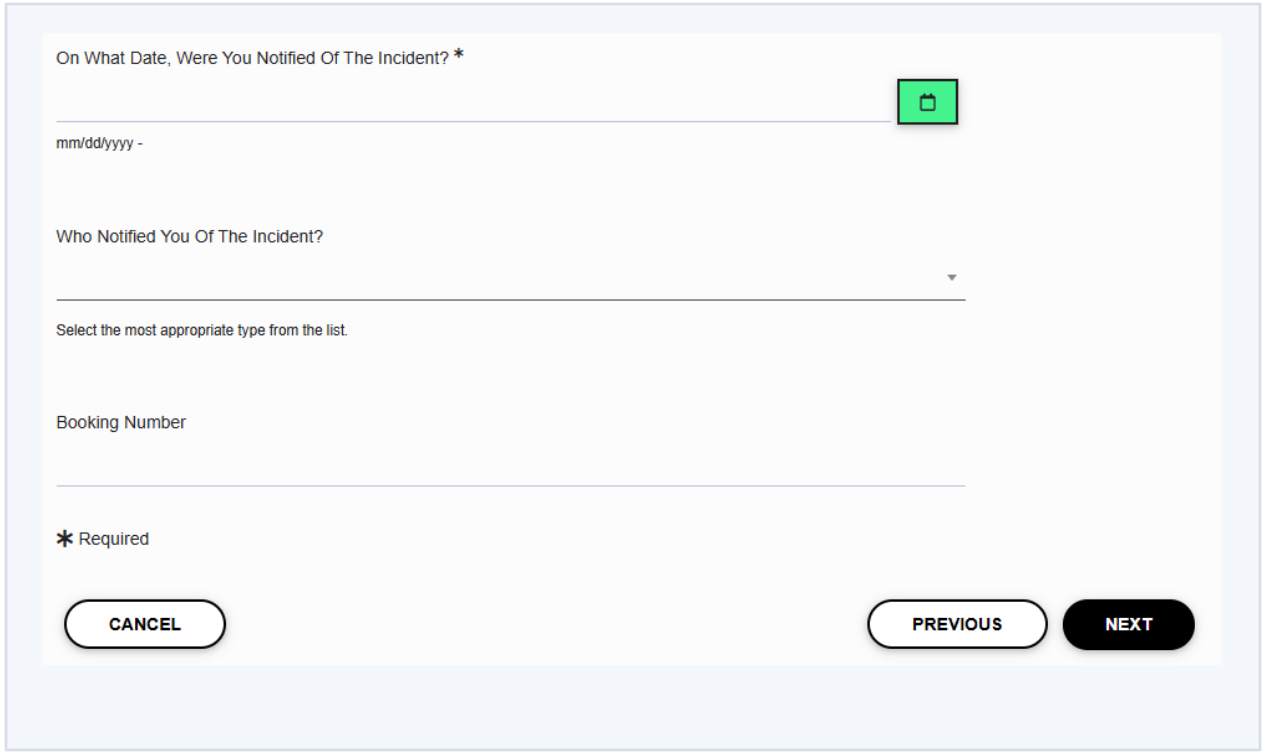
Non-Standard Address Option:

- Use when the address does not autofill or match
- Allows you to manually enter property details
- Enables you to proceed with the claim



Damage Information

- **Enter** when the damage was **first reported**
- **Select who notified you** of the damage or loss.
- **Enter the booking number related** to the damage.

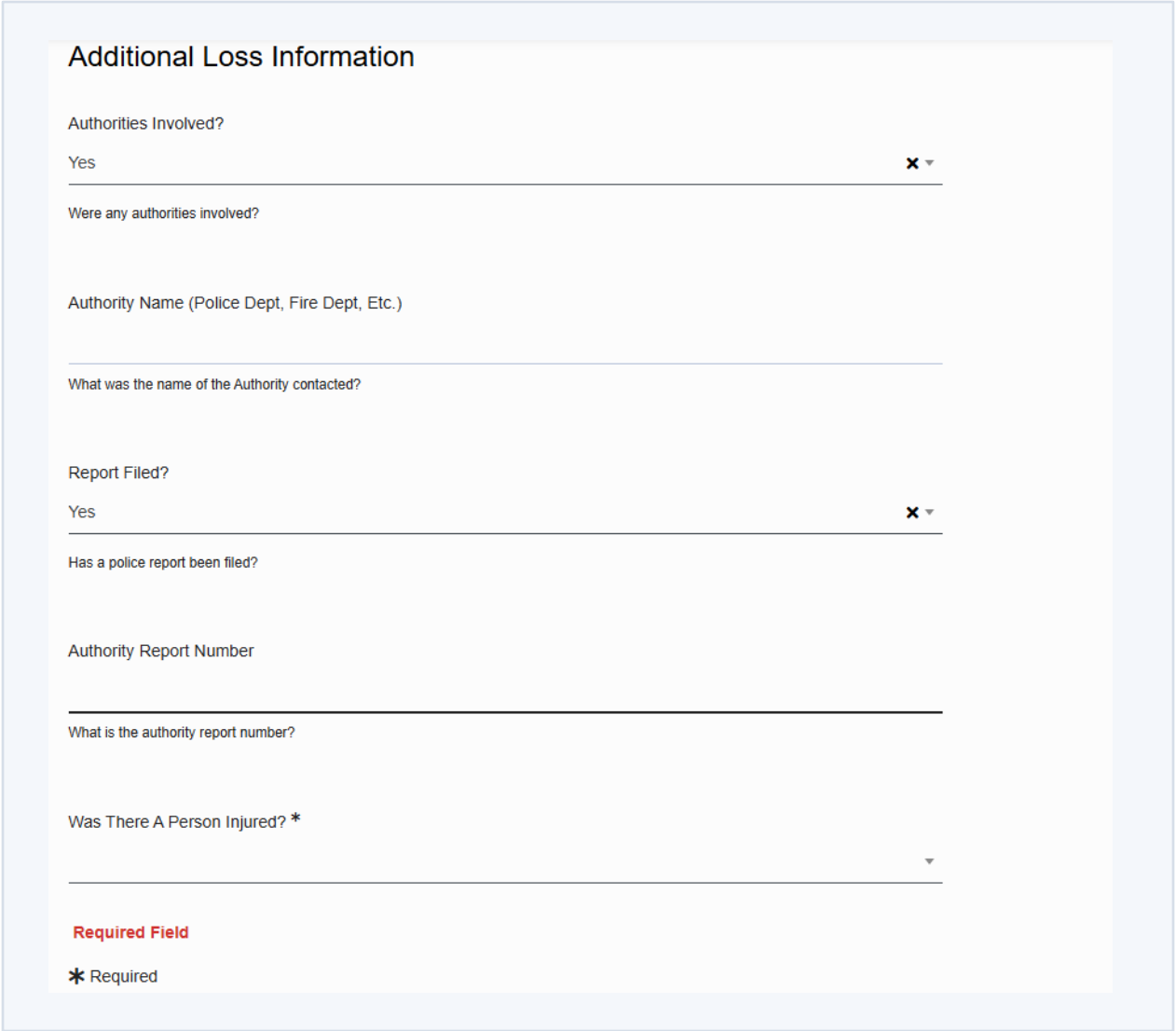


Loss Information

- Indicate whether police, fire, or other authorities were notified.

  If "Yes" for **Authorities Involved**
  - **Include the authority's name**
  - **If "Yes" for Report Filed include the report number**

  If "No" or "Unknown" for **Authorities Involved**
  - **Proceed to answer if a person was injured**
  - If "Yes" for Report Filed include the report number



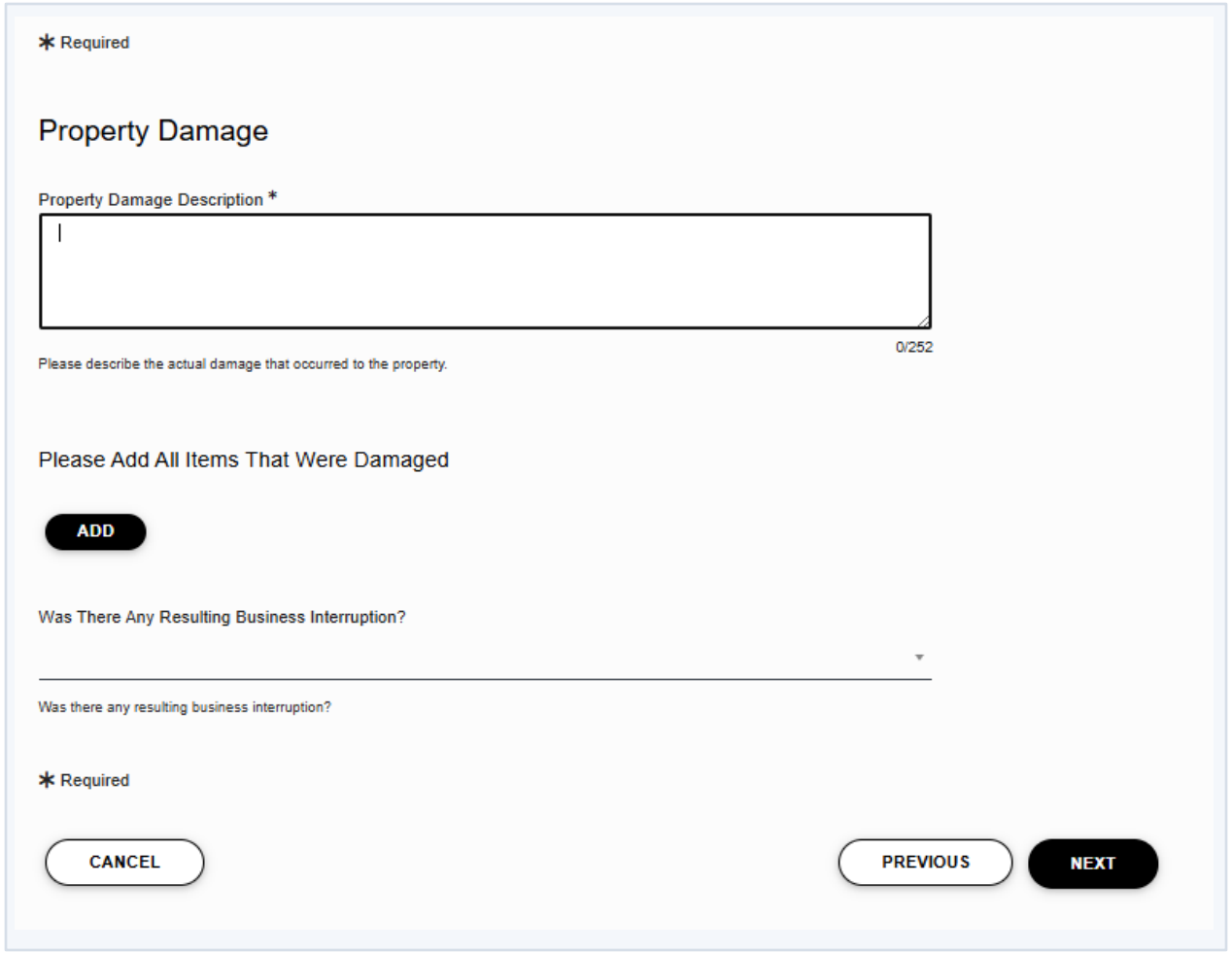
Property Damage

- Describe the damages.
- When clicking **Add, attach photos for each** damaged item. **Add items one at a time.**
- **Select whether the damage resulted in business interruption**

  If "Yes" for **Business Interruption**
  - **Provide the date & time when the business functions stopped**
  - **Provide the date & time when the business became available**

Please note:

Please only upload images of the selected damage. You will be able to add additional documentation (receipts or invoices) later in the portal.



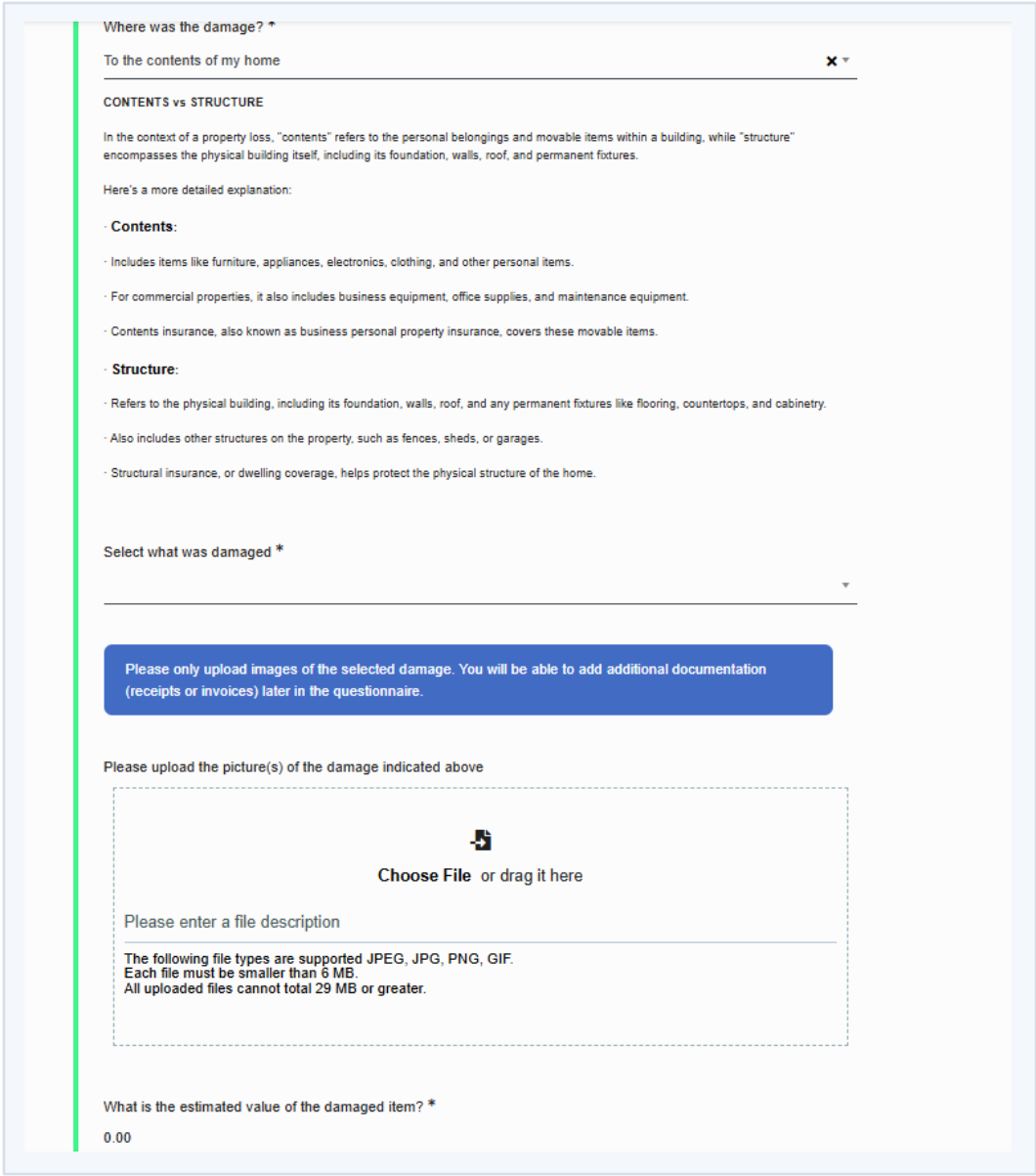
Property Damage (continued)

Click "Add" to upload photos of the damages

- Select whether the damage affected the structure or contents
- Upload photos — intelligent automation helps improve claim accuracy and speed.
- **Provide an estimated value of the item, or enter $1 if uncertain.**

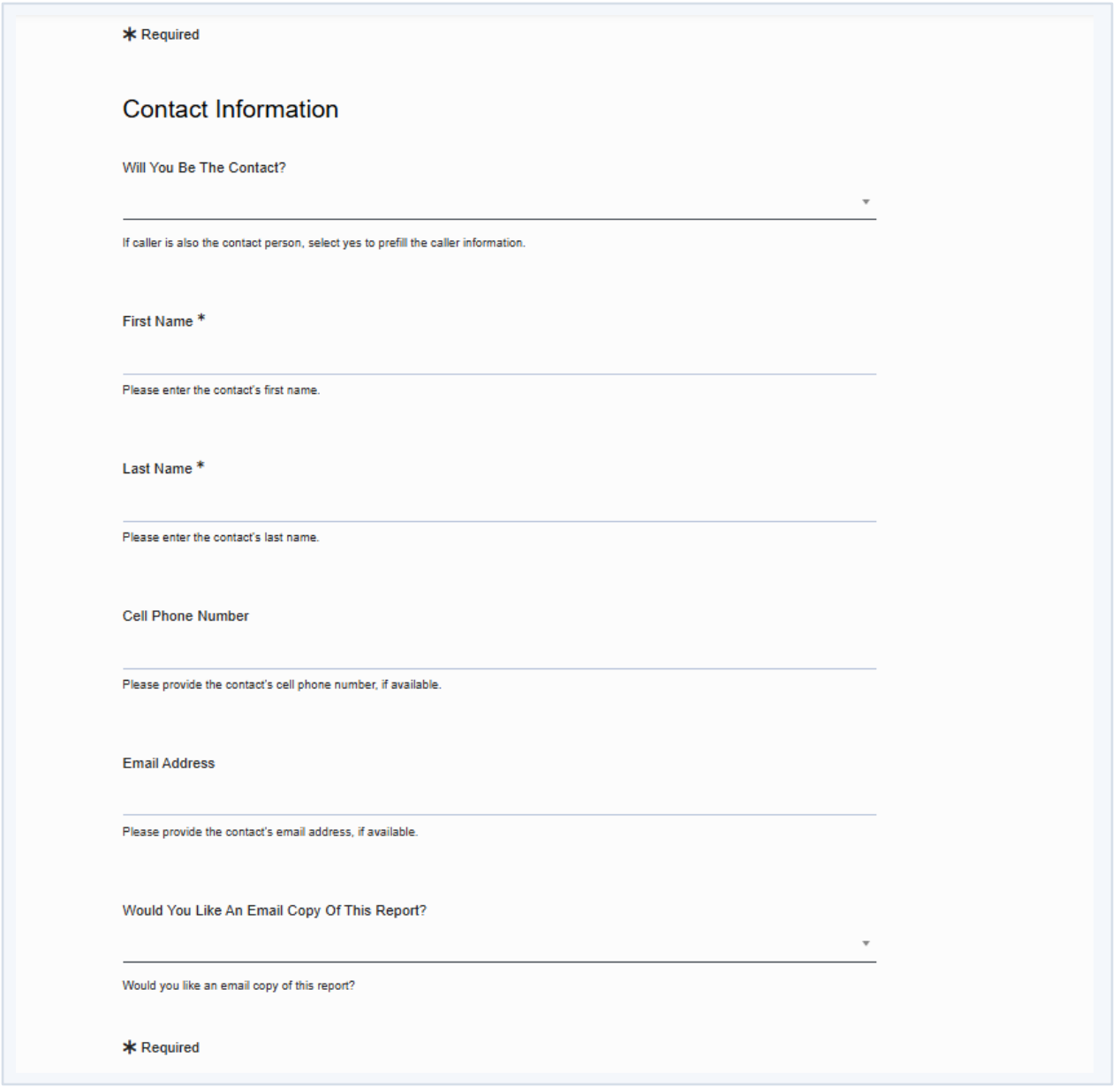
Please note:

Please only upload images of the selected damage. You will be able to addadditional documentation (receipts or invoices) later in the portal.



Contact Information

- Select the point of contact (PoC) for this claim.
- **If "No" is selected, please provide PoC details.**
- **Select if you want an email copy and provide the email address.**

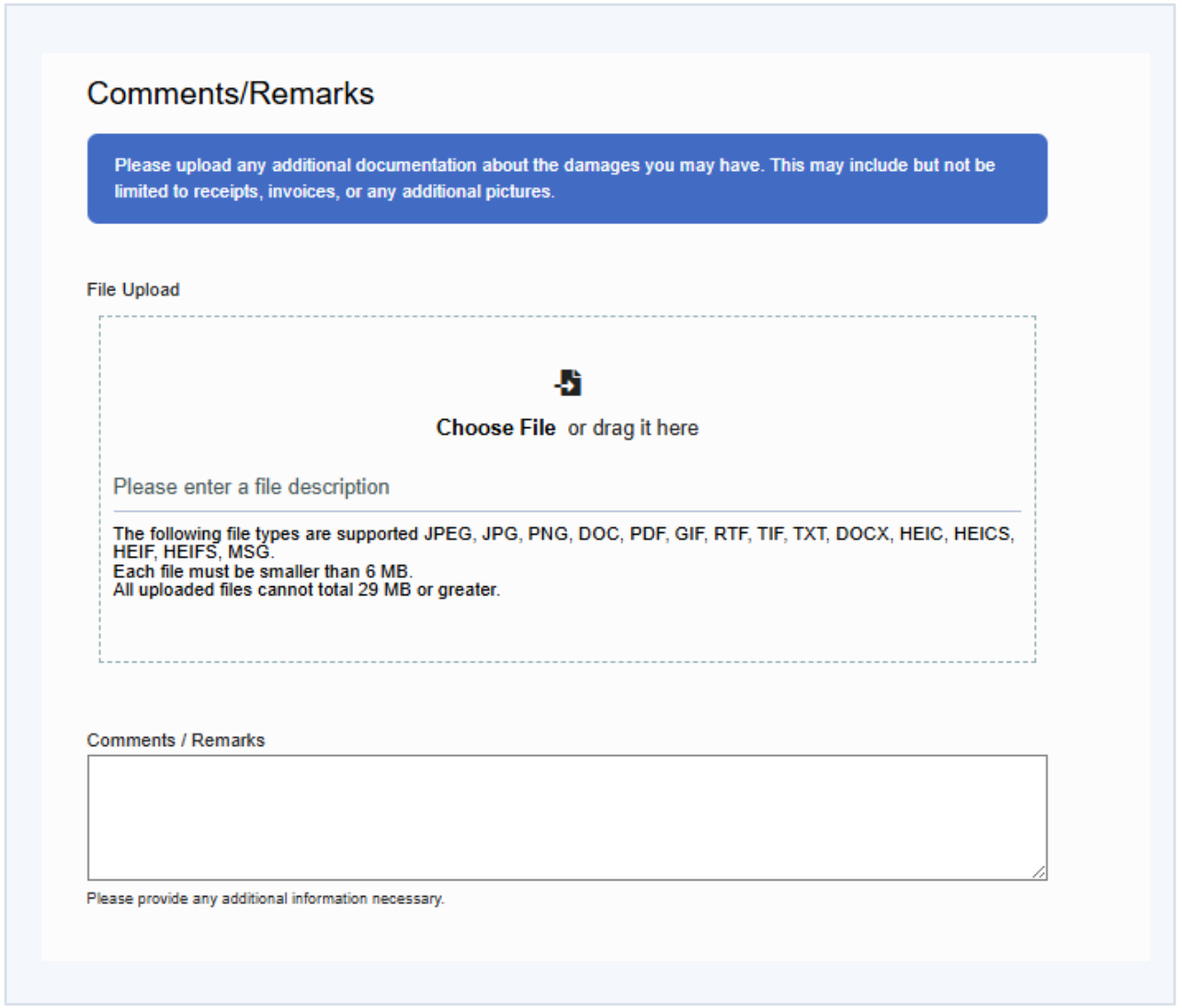


Comments / Remarks

- **Please attach your paid receipt and/or invoice** for the claimed loss. For multiple items, upload all receipts/invoices at once.
- **Attach any labor invoices with proof of payment for review.**
- Use the free-text field for additional context or special circumstances.
- **Click next** to review your claim before submitting.

Please note:

This information is **required** for claims investigation to begin



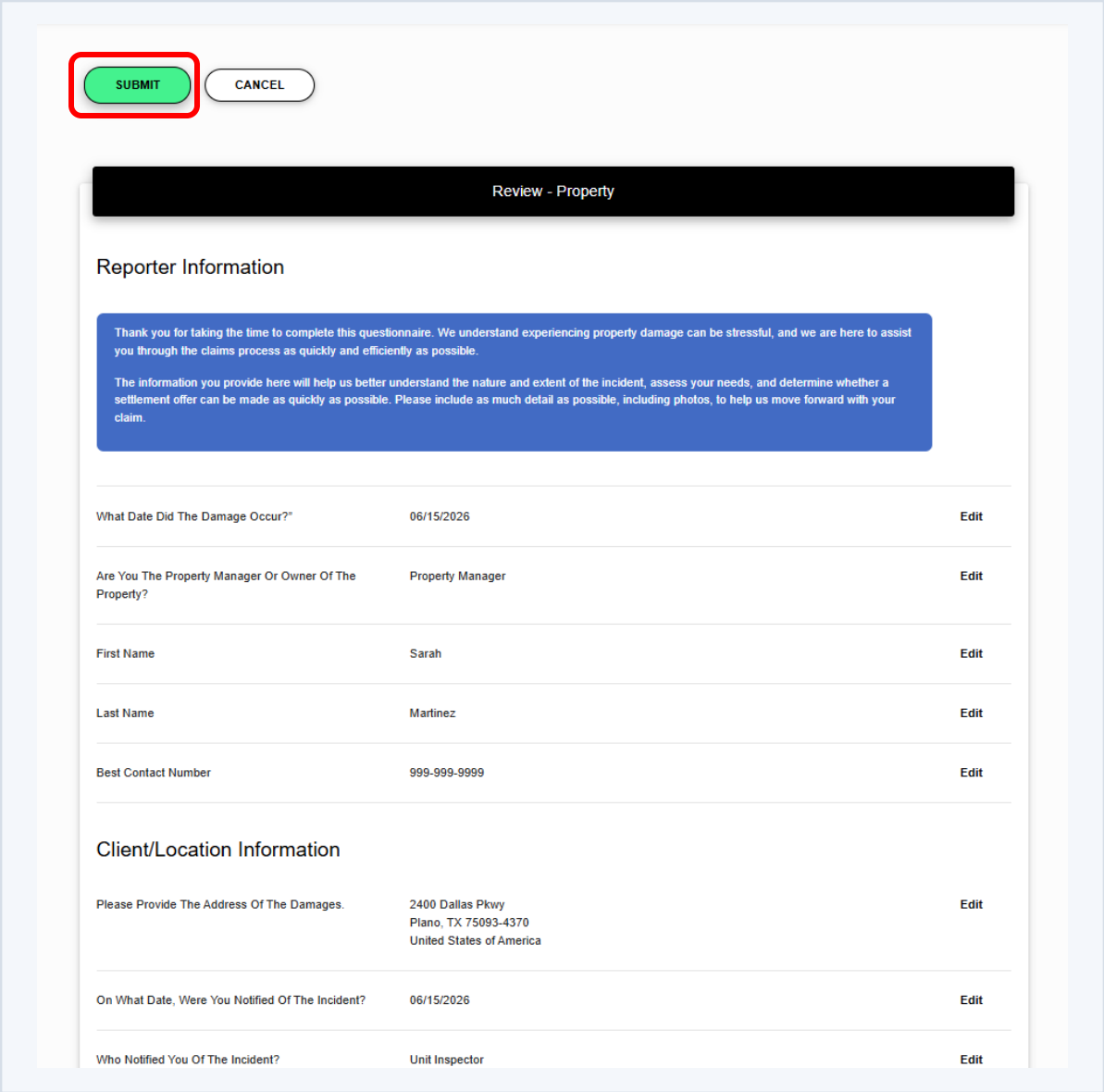
Review and Submit

Click Submit to finalize your claim. Unsubmitted claims are not received and you will need to start over.

For

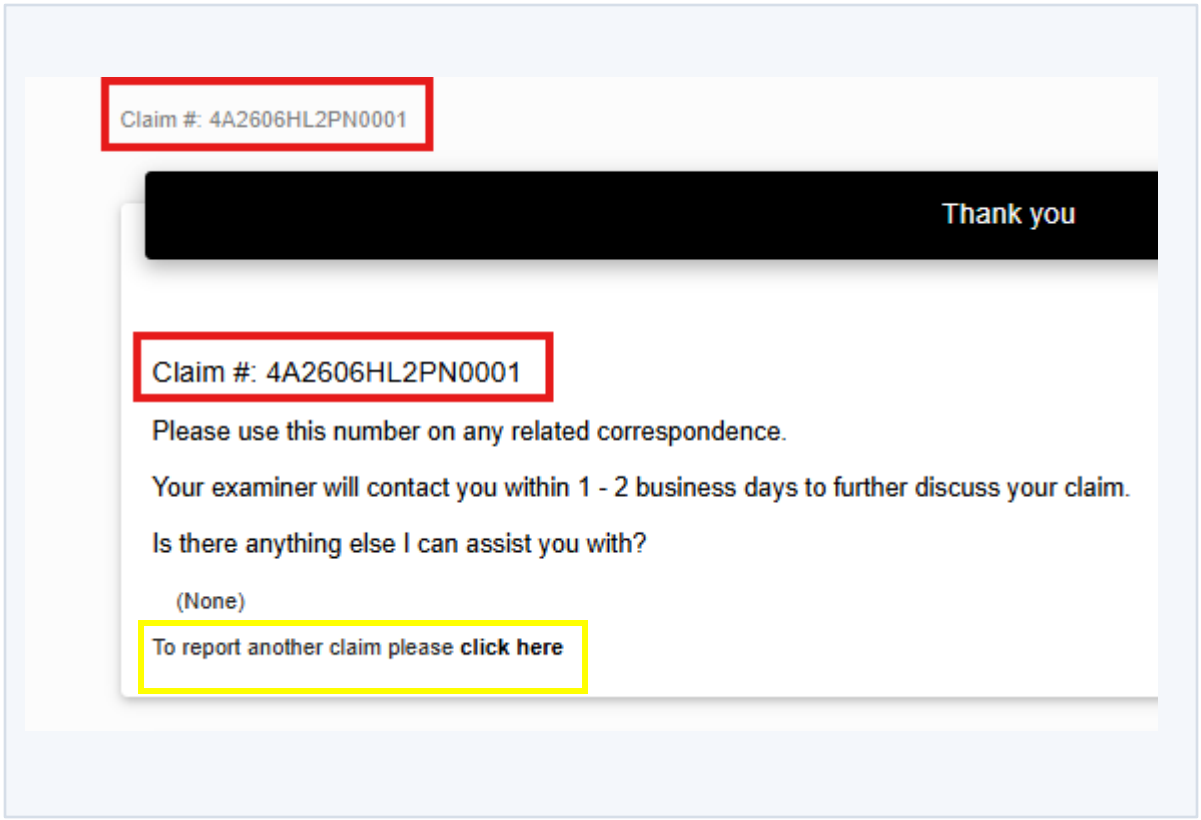
- Technical questions about your claim submission, contact: 860.626.9943 or Robin.Doran@sedgwick.com
- RentalGuardian support, please contact: support@rentalguardian.com or (888)-885 –5550 (Prompt 2)

RentalGuardian Business hours: M-S, 8:30 AM– 5:30 PM EST



Claim Number

- After you click Submit, a confirmation screen will appear with your claim number. **Copy and save** this number — you'll need it to register and track your claim.
- **You can also report another claim** (highlighted in yellow) related to a different reservation directly from this confirmation screen.
- After submission, allow **up to 24 hours** before tracking your claim.



SECTION 02

Claim Tracking & Communication

Monitor your claim after submission, connect with your adjudicator, and access updates.

Powered by our claims partner, Sedgwick.

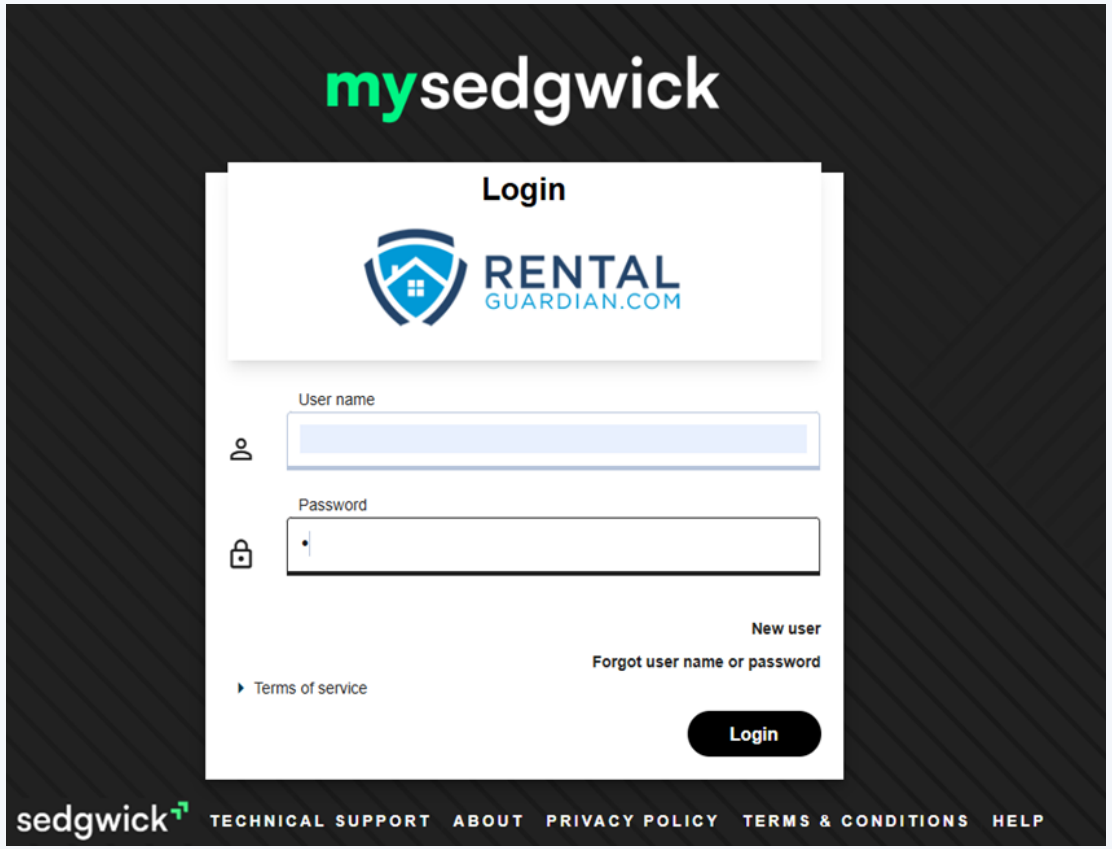
All of this — right from your mobile device or computer!

Claim Portal Sign-in

- Sign in to manage your claims: https://www.mysedgwick.com/rentalguardian
- **New users: sign up with** your last name, address (city, state, postal code), and claim number.
- After registration, **sign in** with your credentials.

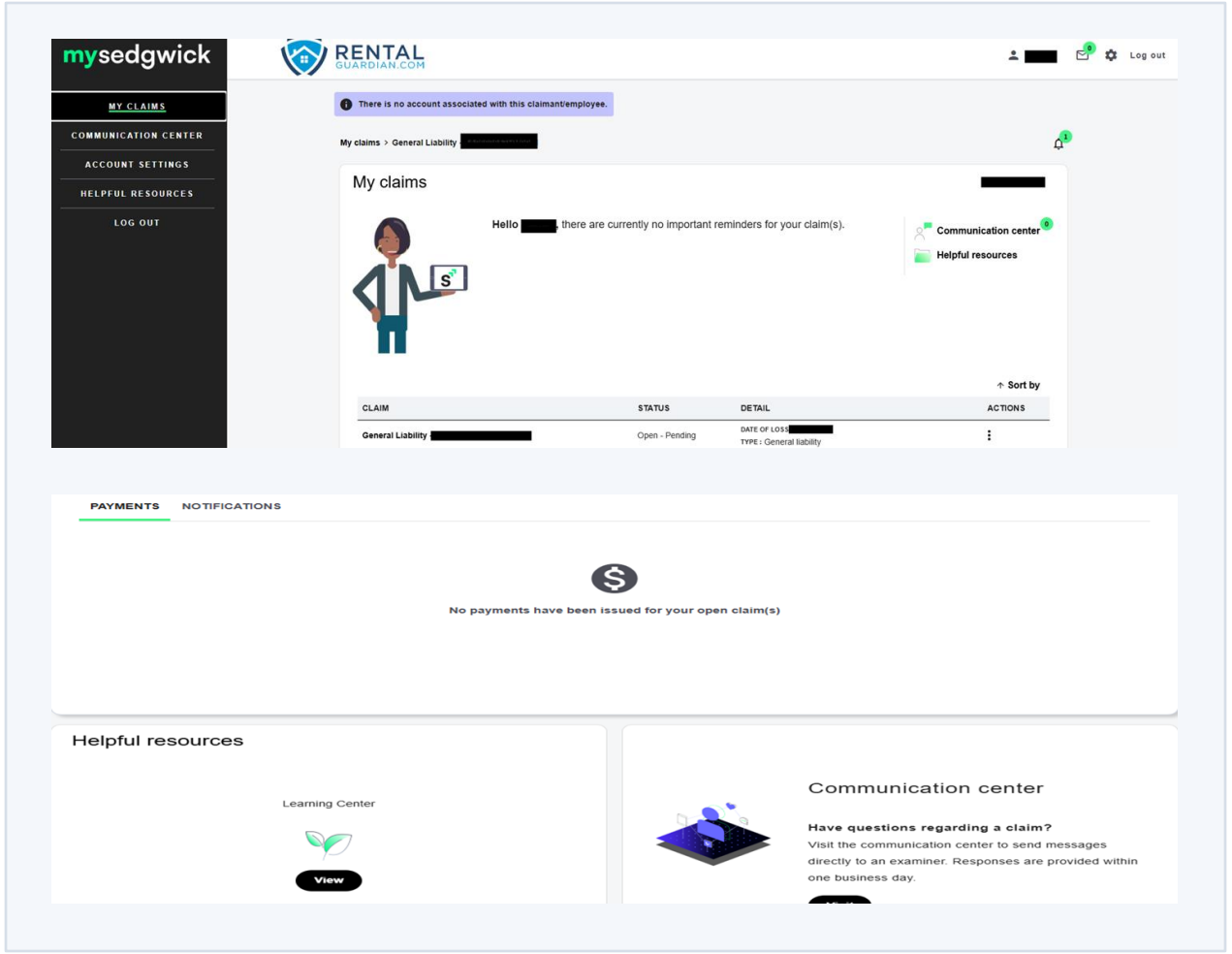
Please note:

Claims are reviewed and managed by **Sedgwick, our claims partner**.



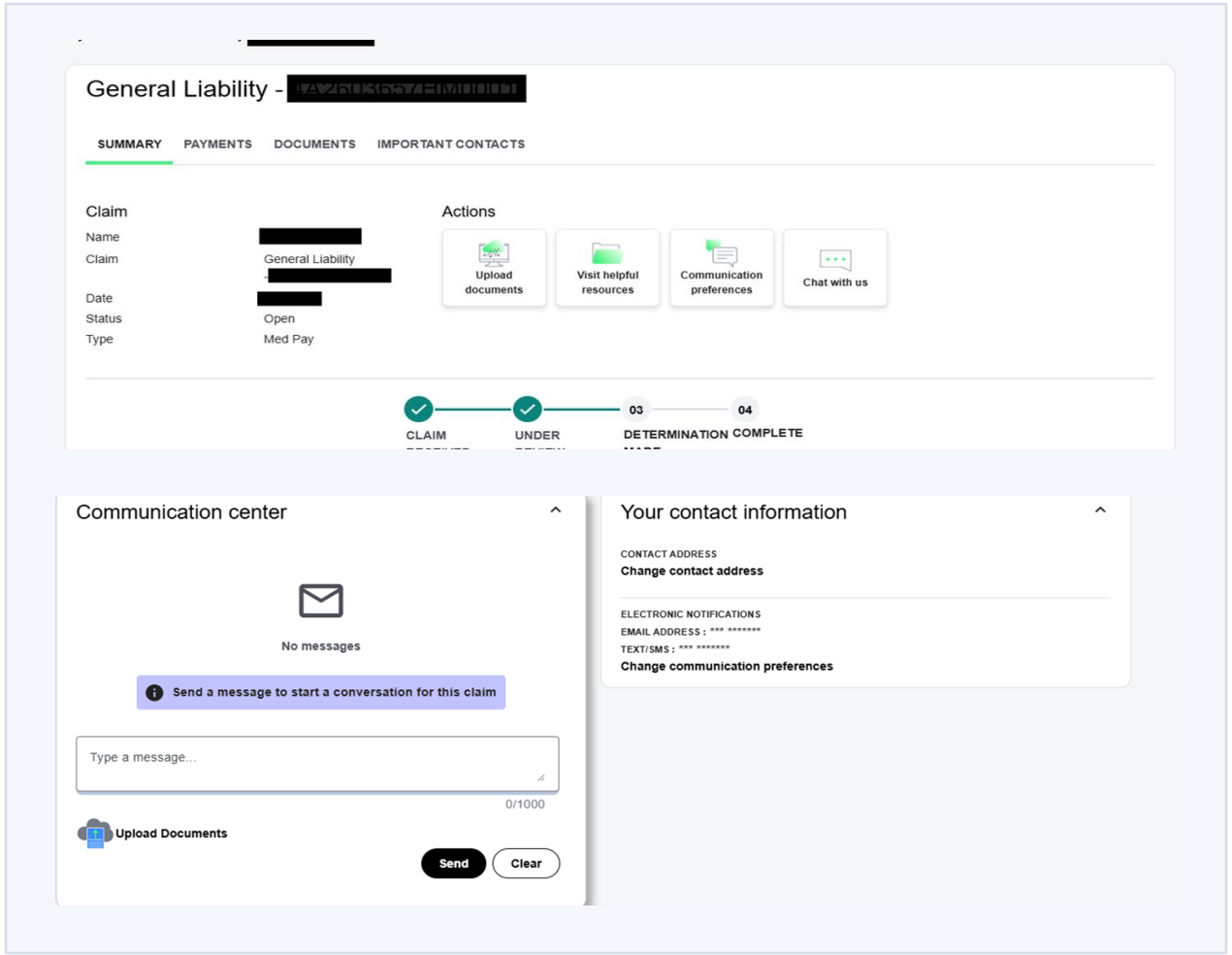
Home Page

- **Use the left-side navigation** for primary tasks.
- **Click** the claim number to open its dashboard.
- Use the Helpful Resources and Communication Center tiles at the bottom as shortcuts to menu options.



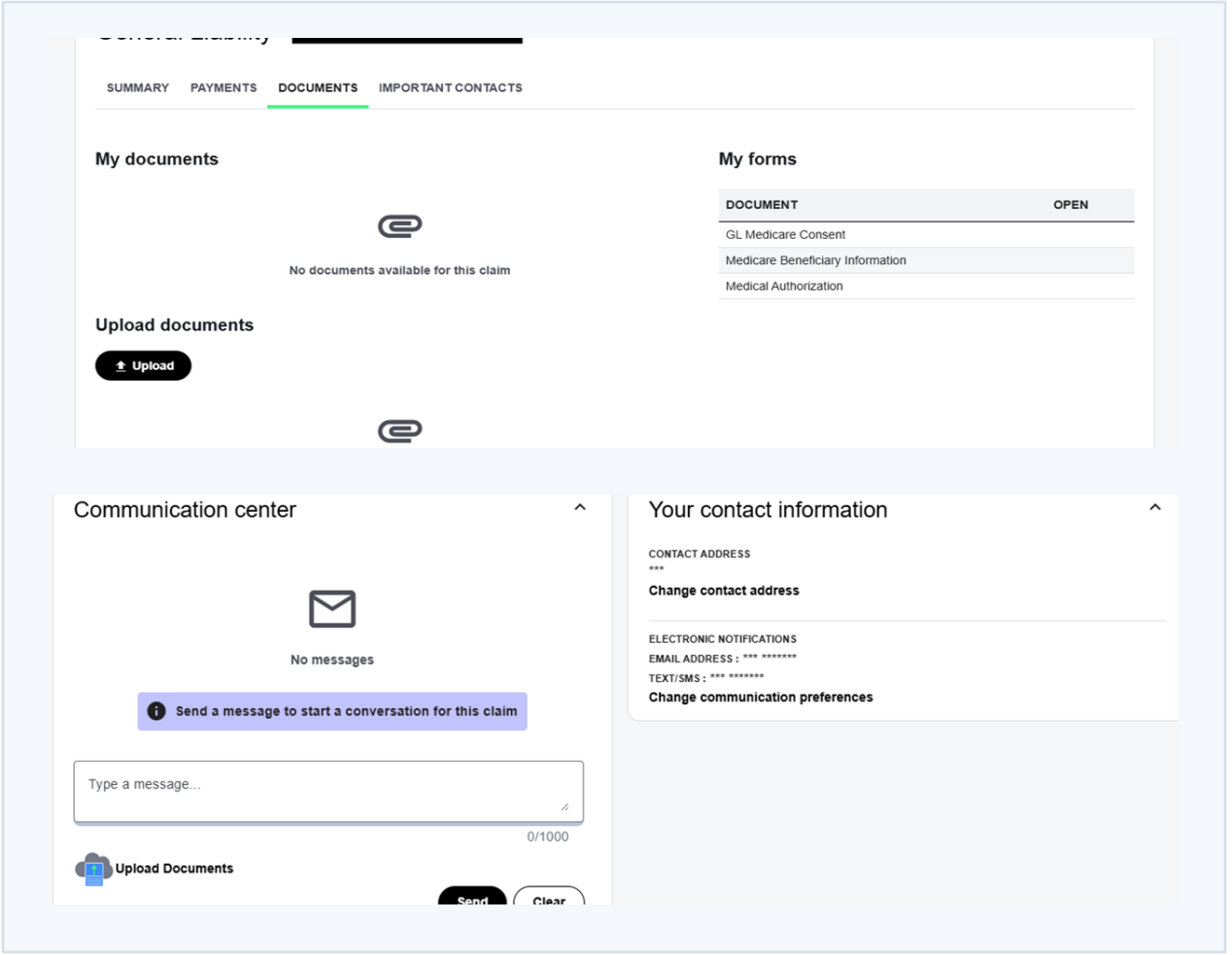
Claim Dashboard

- **View** claim details on the left side.
- Use the "**Chat with us**" tile to **chat**.
- **You will be able to track** every step of your claim in real time.
- You can **view** pending messages to your examiner at the bottom.



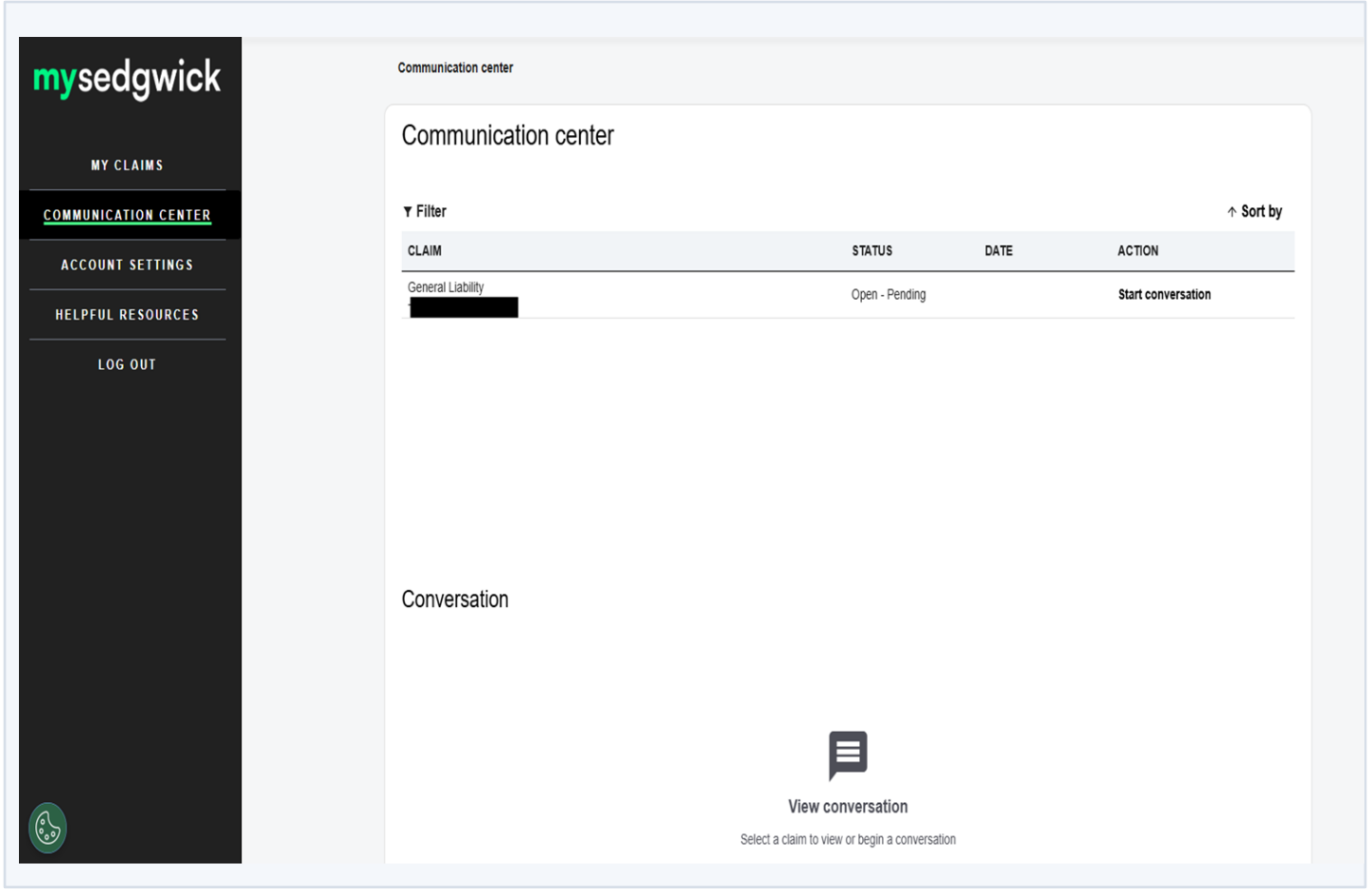
Document Upload

- **You can submit additional** documents directly to your examiner after you have already submitted your claim.
- **Review** all messages exchanged with your examiner via the Communication Center link.
- Each upload will be **logged** to automatically update your claim.



Communication Center

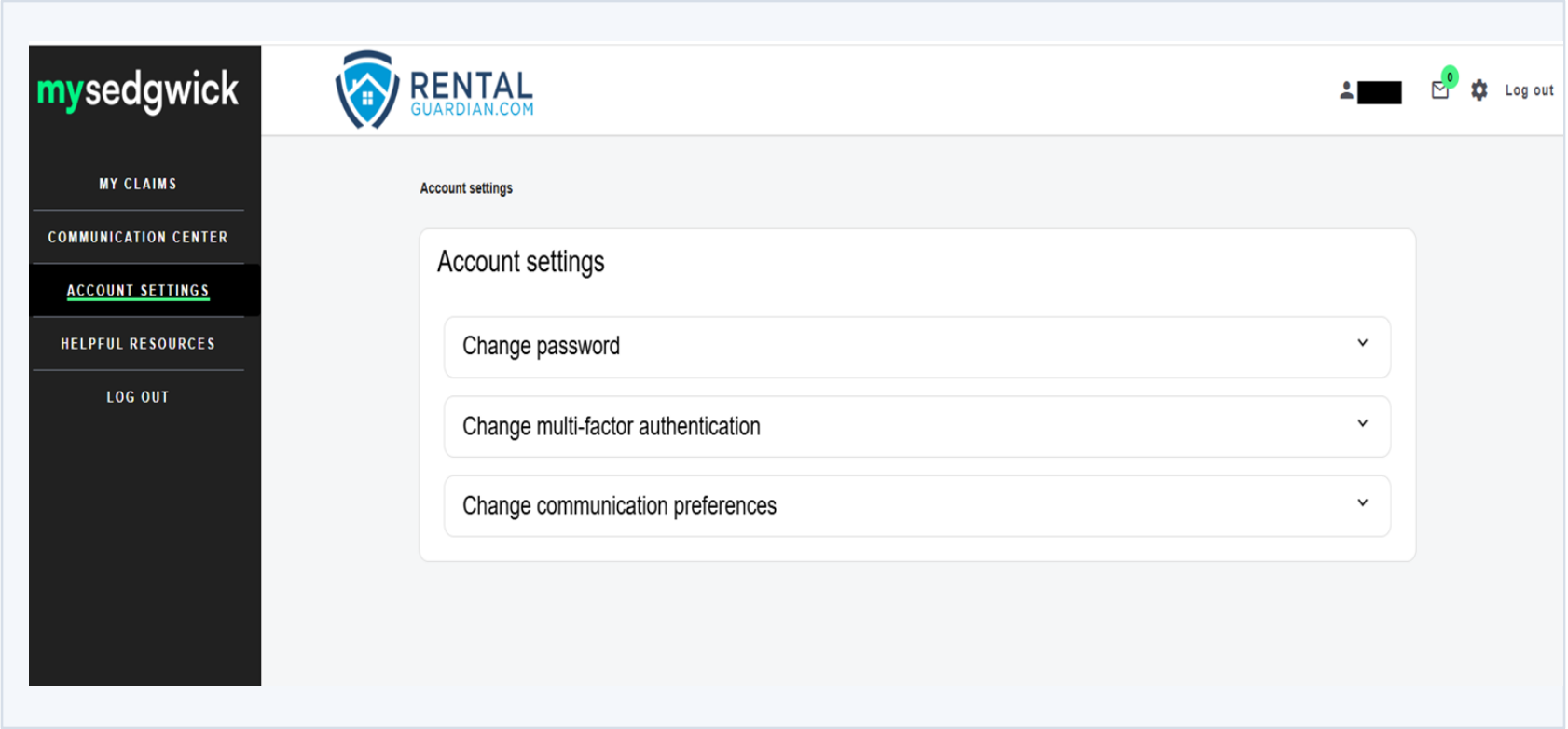
- **You can access** this section from the left-side navigation in the main menu.
- Here you can:
  - Initiate messages to your examiner.
  - Review the full history of communication.
- This section serves as a **central place for all claim-related correspondence.**



Account Settings

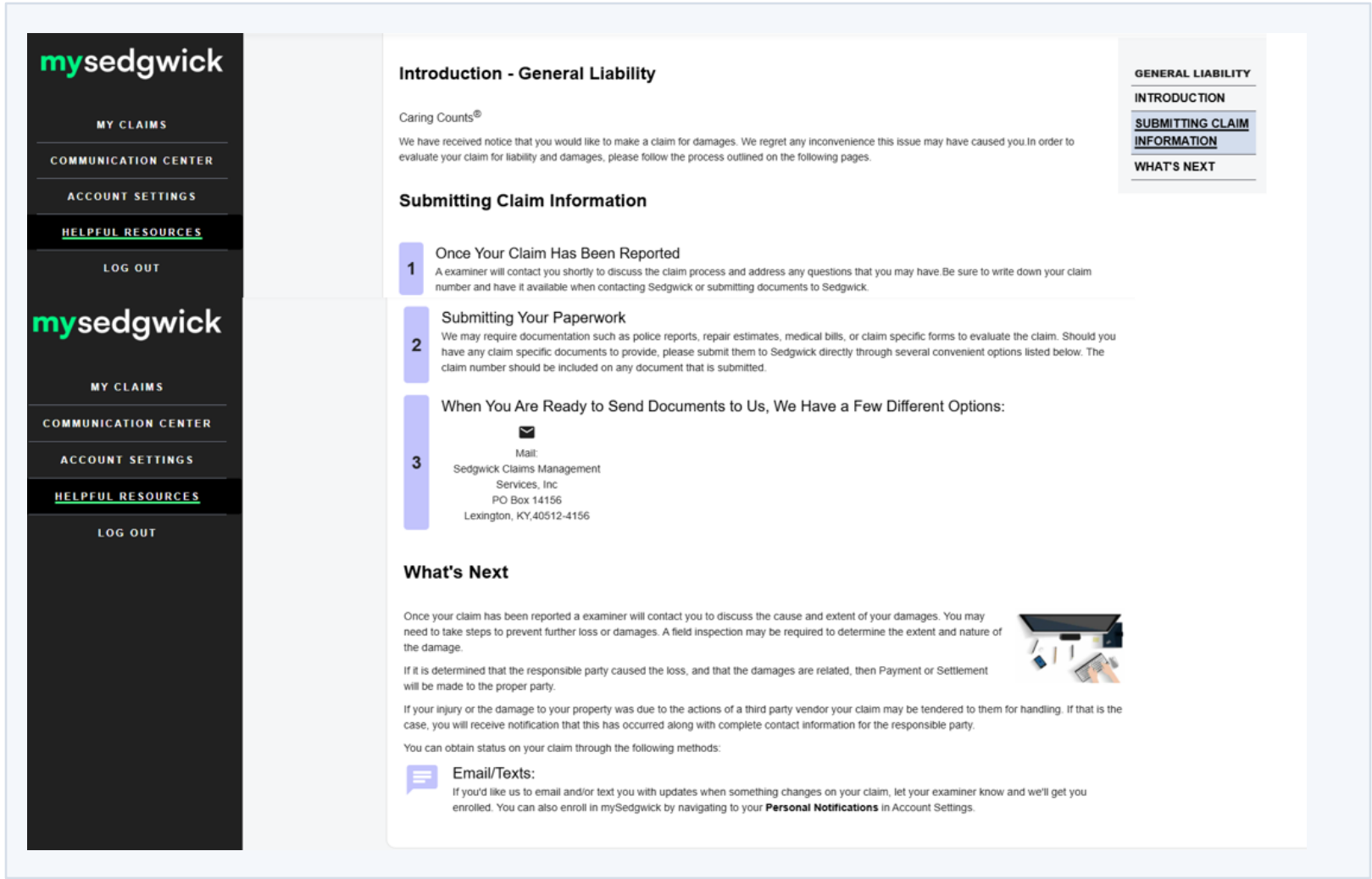
- **You can access** this section via Account Settings in the main menu.

- Here you can:
  - **Update** your password.
  - **Manage** your notification preferences and other options shown on screen.
  - Keep your **contact and security details current.**



Helpful Resources

- This section is a **self-serve learning hub.**
- **Select** Helpful Resources from the main menu to access.
- You can find **general information** about the claims process here including: FAQs, process overviews, and guidance documents.



Claims Timeline & Payment

Claims are typically payable within **30 days** after a decision is finalized, based on:

- Coverage terms & conditions
- Final judgment
- Supplied documents

Payment Methods

You will be prompted to be paid via **Electronic** or **Mail**.

Please note that Mail is the ***default*** option.

THANK YOU

Questions? We're here to help.

Phone

1 (888) 885-5550

Email

Sales@rentalguardian.com

Support@rentalguardian.com