

RENTERS FAQs

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POLICY BASICS

What is renters insurance, and why do I need it?

Renters insurance is designed to help cover the potentially high cost of damage or loss of your personal belongings, as well as injuries to visitors that may occur on the property where you live. It is a contract between you and your insurance company in which you pay a certain amount — or “premium” — to the insurance company in exchange for a set of coverages you select.

Carrying renters insurance is a smart decision. While landlords are required to have insurance for the building you live in, that coverage does not extend to protect your personal possessions — like furniture, clothing or electronics. It also does not cover any medical, legal fees or other related expenses if a visitor sues you for injuries sustained on your rented property. The costs of an incident can add up quickly. Without the proper coverage, your financial well-being may be at risk.

Working with [an agent](#) to create a renters insurance policy that fits your individual needs and budget can protect you when the unexpected occurs.

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What does renters insurance cover?

What your renters insurance covers will depend on where you live, your insurance company and the coverage options you choose. A comprehensive renters policy can cover:

- Damage to, loss or theft of your personal belongings, both in and away from your rented home
- Personal liability if someone is injured or their property is damaged by you, your children or your pet, or by you during a personal activity (like playing most sports)
- Additional living expenses if temporary housing is needed while repairs to the building you live in are being made after a covered hazard or loss
- Improvements made by you to your rented property
- Legal liability if you are found responsible for causing a fire in the building where you live, or any vacation property you rent
- Credit card fraud and check forgery
- Extra coverage for [valuable items and more](#)

[Your agent](#) can help you determine which policy options best fit your needs and budget.

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What should I consider when purchasing renters insurance?

Before you purchase a renters policy, it is a good idea to talk to [an agent](#) who can help determine your insurance needs and explain your coverage options. Things to consider and discuss with your agent include:

- Will I be able to afford the deductible and expenses above my policy limits in the event of a loss?
- How much would it cost to replace or repair my personal property?
- Do I have frequent visitors (e.g. family, friends, laborers)?
- Do I have valuable personal belongings that might need extra protection?
- Have I made any costly improvements to my rented property that I need to protect?
- Do I qualify for any discounts on my premium?

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Once you create a policy, it is important to review your coverage needs with [your insurance agent](#) on an annual basis, or whenever there is a major change in the status of your property (e.g. you make an improvement or purchase a valuable item). This will help ensure your policy remains adequate for your needs and budget.

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Why should I choose Travelers for renters insurance?

Choosing a renters insurance policy that fits your needs starts with choosing the right insurance company.

Travelers has been an insurance leader, committed to keeping pace with the ever-changing needs of our customers, for over 160 years. As one of the nation's largest casualty companies, we offer a variety of competitive policy options and packages to ensure you get the right coverage at the right price. [Our highly-qualified agents](#) are available to help you create a policy that fits your needs and budget.

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We also understand that having insurance is about more than just protecting your personal property. It is about making the process after any incident as simple and stress-free as possible. We're here to support our customers when the unexpected occurs — with fast, efficient claim services and insurance specialists available 24 hours a day, 365 days a year.

Does the location where I rent affect my policy or premium?

It depends. If you rent in a high-risk area where damage by floods, earthquakes or windstorms and hail is more likely, your premium may be higher. On the other hand, you could get a better premium if you rent close to a police or fire department or in a safe, accessible neighborhood.

[Your agent](#) can provide more detailed information on how the location where you rent may affect your policy and premium.

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How do I get a quote for renters insurance?

Getting a renters insurance quote from Travelers is easy. Just [contact one of our agents](#) or use our [online quoting tool](#) to start creating a policy that offers the protection you need at a price you can afford.

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Will my policy automatically renew, or do I have to reapply for coverage?

Most renters policies renew automatically each year. We will notify you about any policy or premium changes in advance.

It is important to review your coverage needs with [your insurance agent](#) on an annual basis, or whenever there is a major change in the status of your property (e.g. you make an improvement or purchase a valuable item). This will help ensure your policy remains adequate for your needs and budget.

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How and when can I change coverage and/or limits on my current policy?

You can update your coverage options and policy limits anytime — online at [MyTravelers.com](#) or by speaking to [your agent](#). Note that making changes to your policy can affect your premium. We will notify you and adjust your payment plan accordingly to reflect these changes once your policy is updated.

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Remember: it is important to review your coverage needs with [your insurance agent](#) on an annual basis, or whenever there is a major change in the status of your property (e.g. you make an improvement or purchase a valuable item). This will help ensure your policy remains adequate for your needs and budget.

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What is Umbrella insurance, and how does it apply to my renters insurance policy?

Umbrella insurance is a separate, personal liability policy that kicks in to cover costs where your renters insurance leaves off.

The cost of damages for which you may be personally responsible after a serious incident can quickly add up to exceed the limits on your policy. Umbrella insurance provides extra protection in these cases, and is a valuable addition to any insurance portfolio, particularly if you have many assets to protect. Talk to [your agent](#) to see if an umbrella policy is right for you.

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[Embed or link to IDM 1: Understanding Umbrella Insurance](#)

PREMIUM PRICING & DISCOUNTS

What discounts are available, and how can I add them to my policy?

Savings are commonly found in Multi-Policy, Nonsmoker's, Long-Term Customer and [other credits](#) for those who qualify. Additional discounts may be available if the building you live in has certain security devices, smart home technology or is a certified "green" building by the Leadership Energy and Environmental Design (LEED) organization. How and when you pay can affect your premium, too — discounts may be available if you pay in full, by electronic funds transfer (EFT) or by payroll deduction, as well as if you pay on time.

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Ask [your agent](#) about these and other incentives to ensure you are getting all discounts for which you are eligible.

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What can I do to lower the cost of my renters insurance premium?

The cost of insurance partly depends on the coverages, deductibles and policy limits you choose. It is also based on factors beyond your control — such as the likelihood of extreme weather events where you live and the age of the building you live in.

Here are a few ways to ensure you are getting the best price for your policy:

- *Talk to [your agent](#).* Make sure you have the right policy for your individual needs, and that you are getting all the discounts for which you are eligible.
- *Rent in a new, secure or green building.* Living in a building that is newer, has smoke detectors, interior sprinkler systems, home security and certain smart home technologies or that is a Leadership Energy and Environmental Design (LEED) certified "green" building may qualify you for discounts.
- *Don't smoke!* Not smoking reduces your risk of starting a fire, which can also mean a reduced premium.
- *Bundle your policies.* Purchasing your renters as well as your auto, boat or umbrella insurance through Travelers may qualify you for our multi-policy discount.
- *Improve your credit score.* Your credit score can affect your premium price. The best way to improve your credit score is to pay your bills on time. Additional recommendations for improving your credit score are available from the [American Insurance Association](#).

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Can I get a discount if I have more than one policy with Travelers?

In most cases, yes. Buying your auto, boat or umbrella insurance together with your renters policy can save you up to XX% on your premium. Ask [your agent](#) about our [Multi-Policy Discount](#).

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The building I live in has a security system, fire alarms, sprinklers or other protective devices. Can I get a discount?

Can I get a discount?

In many cases, living in a building with eligible security or smart home technologies installed will qualify you for our Protective Device Discount. Ask [your agent](#) for more information about this and [other discounts](#) for which you may be eligible.

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I live in a "green" building. Can I get a discount?

In many cases, renting in a Leadership Energy and Environmental Design (LEED) certified building will qualify you for our Green Home Discount. Ask [your agent](#) for more information about this and [other discounts](#) for which you may be eligible.

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How is the value my personal belongings estimated, and how does that affect my premium?

It is up to you to itemize and determine the value of your personal possessions. Travelers offers [guidance on creating a personal property inventory](#), including [a worksheet](#). [Free software from the Insurance Information Institute \(www.iii.org\)](#) is also available. [Your agent](#) can help, too.

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You choose the amount of coverage you want, up to 100% the total value of your personal property. The higher the value of your belongings, and the higher percentage of it you insure, the higher your renters insurance premium will be.

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Commented [KL29]: <http://www.iii.org/apps-and-software>

What is a deductible, and how does it affect my renters insurance premium?

A deductible is the amount of money you must pay out of your own pocket before your renters insurance kicks in, and typically ranges from \$100 to \$1,000.

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To keep monthly premiums low, renters often opt for higher deductibles. But it is important to choose a deductible you can afford in the event of a loss. [Contact your agent](#) for more information about the deductible options available to you.

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What is a policy limit of liability, and how does it affect my renters insurance premium?

A policy limit (or "limit of liability") is the maximum amount your insurance company will pay for any claim covered under your policy. Policy limits are often comprised of two dollar amounts — for example, \$100,000/\$500,000. The first amount (\$100,000) would be the per incident policy limit, while the second amount (\$500,000) is the total limit.

To keep monthly premiums low, renters often opt for lower policy limits. But it is important to choose a liability limit you can afford in the event of a loss. Remember: you will be responsible to pay incident-related expenses above your policy limits. [Contact your agent](#) for more information about your policy limits and options.

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How does my credit score affect the price of my renters insurance policy?

Many insurance companies use credit-based scores to help determine a customer's insurance premium. Extensive research shows a correlation between credit and insurance claim histories — specifically, that certain patterns in credit history are a good indicator of how likely a customer is to file a claim.

Information from your credit report (such as payment history, outstanding debts, bankruptcies and more) and other factors (such as your prior claim history) are used to determine your "insurance score." Generally speaking, customers who have higher insurance scores and no prior claims qualify for better premium prices.

Your privacy is important to us.

We use all necessary physical, electronic and procedural safeguards to protect any information we have about you — and your agent will not have access to your credit-based insurance score.

COVERAGE & LIMITS

What is personal property coverage, and do I need it? If so, how much?

Personal property coverage pays to repair or replace your personal belongings if they are damaged by a covered loss. It provides protection for furniture, clothing, electronic equipment and more. Extra coverage for other [valuable items](#), such as jewelry, collectibles or cash, can also be purchased separately.

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The minimum amount of personal property coverage you purchase should be determined by the total value of your personal possessions. You choose the total amount of this value you want to insure, up to 100%. If you have a lease or loan on any personal property, your lender may require specific coverage options and limits.

Most losses are settled based on their actual cash value, unless it costs less to repair than replace the item. Discuss your personal property coverage needs, policy limits and deductibles with [your agent](#) before purchasing renters insurance. Remember: you will be responsible to cover your deductible, as well as any related costs above your policy limits.

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You can [learn more about Personal Property insurance here](#).

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Embed or link to IDM 12: Personal Property Coverage

MAY NOT NEED THIS IF VIDEO EXPLAINS THE SAME

What is personal liability protection, and do I need it? If so, how much?

Liability insurance helps protect your assets and financial well-being if you, a household family member or pet is found legally responsible for causing injury to another person or their property while they are in your apartment or during a personal activity, like playing a sport. In most cases, it includes coverage for bodily injury, property damage, medical payments and legal expenses.

Carrying personal liability protection is a smart financial decision. Consider your risk tolerance and financial circumstances when choosing the level of protection that's right for you and your family – then discuss your liability coverage needs, options, deductible and policy limits with [your agent](#).

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What is additional living expenses coverage, and how much do I need?

Additional living expenses coverage pays temporary housing and living expenses if you and your family are forced to move out of the building where you live while it's being restored after a covered loss. It covers the cost of hotels, meals, laundry and other related temporary living expenses.

Discuss your additional living expenses coverage needs with [your agent](#). Consider what the cost of temporary housing for you and all members of your household might be when choosing your deductibles and policy limits.

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What is improvements coverage, and do I need it? If so, how much?

With improvements coverage, you can apply up to 10% of your personal property coverage toward the cost to repair or replace any alterations or decorative improvements you made to your rented property with your own money. If you financed any of these improvements, your lender may require specific coverage options and limits.

You can choose to increase the included coverage for an additional cost. Consider what it would cost to repair or redo any improvements you have invested in, then discuss your coverage needs and options with [your agent](#). Discuss your coverage needs and options with [your agent](#).

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What is fire damage coverage, and do I need it? If so, how much?

Fire damage coverage — also known as fire legal liability — pays for damages if you are legally responsible for causing a fire in the building where you live or vacation property you rent. Discuss your coverage needs with [your agent](#).

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What is credit card fraud coverage, and do I need it? If so, how much?

Renters insurance automatically covers any losses due to forgery or unauthorized alteration of credit cards, ATM cards and checks used by you and your family, up to \$1,000 (in most states). Increased policy limits for fraud and additional related coverage, like [identity theft protection](#), can be purchased separately. Discuss your coverage needs with [your agent](#).

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What are deductibles and policy limits of liability, and how should I choose them?

A deductible is the amount of money you must pay out of your own pocket before your renters insurance kicks in, and typically ranges from \$100 to \$1,000.

A policy limit (or "limit of liability") is the maximum amount your insurance company will pay for any claim covered under your policy. Policy limits are often comprised of two dollar amounts — for example, \$100,000/\$500,000. The first amount (\$100,000) would be the per incident policy limit, while the second amount (\$500,000) is the total limit.

Here's one example of how deductibles and policy limits work. Let's say your laptop, tv and stereo system are damaged by a power surge, you have a policy limit of up to \$10,000 and your deductible is \$1,000. If the cost to repair or replace these electronics is \$500, you will pay the entire \$500 since it is less than your deductible. If the cost to repair or replace these electronics is \$8,000, you will pay your deductible of \$1,000 and your insurer will pay the remaining \$7,000. If the cost to repair or replace these electronics is \$12,000, you will pay \$3,000 (your deductible, plus the \$2000 above your policy limit) and your insurer will pay \$9,000.

To keep monthly premiums low, renters often opt for higher deductibles and lower policy limits. But if you can't pay your deductible or incident-related expenses above and beyond your policy limits, you may find yourself in financial crisis. Choose wisely. Consider your risk tolerance and financial circumstances when deciding the level of protection that's right for you and your family — then work with [your agent](#) to create a policy that balances your individual needs with a premium, deductible and policy limit you can afford.

Am I covered if someone gets injured on my property?

It depends. If you have personal liability protection, you will have some coverage for bodily injury, property damage, medical payments and legal expenses if you, a family member or pet is legally responsible for an injury to a visitor on your property. A "visitor" is defined as a friend, neighbor, delivery person and anyone you invite to the building you rent. It may also provide protection if you injure someone during a personal activity, like playing a sport.

Liability insurance does not cover personal injury claims for the you or family members living in your building.

Does my renters policy cover damage or loss from theft?

In most cases, yes. Damage or theft of personal belongings — such as electronics, sporting equipment and furniture — is considered a covered loss under personal property coverage, which is typically included on renters insurance policies. These items are often covered if they are damaged or stolen away from where you live as well, such as at a hotel or in your car.

Limited protection for possessions like cash, collectibles, jewelry, furs and silverware may be available through basic personal property coverage, however these items should be insured for their full value by a [valuable items endorsement](#) or separate policy.

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Commented [KL44]: <https://www.travelers.com/FindAgent/>

Commented [KL45]: <https://www.travelers.com/personal-insurance/valuable-items-coverage/index.aspx>

General References

<https://www.travelers.com/personal-insurance/renters-insurance/credit-history.aspx>
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