

# RTO - FAQ

**When will the customer's first payment come due?**

Payment is due on the 5th of the month following a full month after delivery. We do not do partial months.

Example: If the building is delivered on December 3rd, then payment is due January 5th. However, if the building is delivered on December 6th, the payment is due on February 5th. The customer may have up to 59 days before their payment is due, helping their personal cash flow.

**What does the LDW (Liability Damage Waiver) cover?**

The LDW costs \$4.95 per month and covers loss due to theft or acts of God. There is no deductible. If the customer does not have our LDW plan or homeowners insurance, and the building is damaged or destroyed, the customer is still obligated to complete their contract. Our low payments and LDW plan can save a customer up to \$1,000 over our competitor's plans during the course of their Rental Purchase Agreement.

**Why won't the system let me select cash for deposit on the special one month down program, a wide load, or a contract over \$8,000?**

The customer must use their debit or credit card to make the deposit. In these cases, RTO National is taking on more risk and to off-set these risks, we require the customer to have a credit card or checking account and debit card. Only the customer's credit or debit card can be used.

**Why does the customer have to be a homeowner or renter for 12+ months on the special one month down program, a wide load, or a contract over \$8,000?**

Due to the extra risk we are taking on these transactions, RTO National needs to verify the customer has stability at their place of residence. They are either a homeowner or we can confirm they are a good customer with the landlord.

**A customer has come to my dealership to make a payment. What should they do?**

Have them contact customer service at [877-577-2034](tel:877-577-2034). During busy call times, the customer may have a wait time in the queue. They can hold or leave a message, and customer service will almost always return their call by the end of the day. They can also pay by phone at [703-857-4385](tel:703-857-4385) or online at [www.rtonational.com](http://www.rtonational.com).

**How is the Early Payoff amount calculated?**

Each state has a different calculation for the payoff amount. On the contract application page, we have a calculator you can use for an estimate. Also, the Rental Purchase Agreement provides the method to calculate the payoff. For a specific customer payoff amount, the customer needs to contact customer service at [877-577-2034](tel:877-577-2034).

**How does an online application work? Can the customer pay the deposit from their home?**

An online application works similarly to the paper application except you don't print out the documents and the customer will e-sign all the documents. It is then sent to the dealer who e-signs their sections and then sends it back to the customer. At that time, the customer can make the deposit via debit/credit card online. For more information on this process, we have provided an instructional video located under the Marketing tab.

**Why must I get a Landlord Waiver and what does it cover?**

This gives the customer permission to put the building on the rented property. The delivery driver has permission to put the building on the landlord's property, and also retrieve the building if necessary. This protects the driver if any damage is done, and it makes sure the landlord is aware of the process.

**Can you explain 90 days same as cash?**

If a customer pays off their contract prior to 90 days from the date delivered, the cost is equal to the cash price of the unit plus all applicable sales taxes and the \$15 processing fee. The customer must make each monthly payment on time and exercise the purchase prior to the end of the 90 days.

What is LDW?

LDW is a liability damage waiver. When added onto a rental contract, it releases the customer of liability if the property is damaged due to fire, flood, theft, storm, or other Act of God. At only \$4.95 per month, our LDW can save up to \$1000 over the life of the contract when compared to competitor's plans.

How does our LDW plan work?

If the property is damaged due to fire, flood, theft, storm or other act of God, we will have the building repaired or will release you of all remaining payments on the contract. When a situation occurs, communication with customer service is key.

To claim LDW for theft, you must provide us a police report within 48 hours of the incident. The LDW does not cover mysterious disappearance or loss or damage due to customer or customer's family's intentional or negligent conduct. The customer must be current on their rent and LDW payment.