

FAVR/Fudge ADW FAQ

Q. Do I need to manage a certain number of properties to qualify for the ADW?

A. NO. A major benefit of signing up through FAVR is there is no minimum requirement.

Q. Is there any underwriting once I sign up?

A. No underwriting, another benefit of signing up through FAVR.

Q. What coverage options are available?

A. You have the option of:

\$1,550 for \$13.50 a stay

\$3,000 for \$27.00 a stay

\$5,000 for \$40.00 a stay

Q. Is the coverage good for the entire guest stay?

A. Yes, you charge the guest at time of booking for a stay up to 90 days.

Q. How long do I have to file a claim once the guest checks out?

A. A claim must be filed within seven days of guest check-out to be covered.

Q. Does the guest have to report the damage?

A. No. You or anyone you designate from your staff can file the claim.

Q. How do I sign up?

A. Go [here](#) to sign up

Q. How do I file a claim?

A. All claims are filed [here](#) through the Fudge website.

Q. How often do I need to report guest stays and submit payment?

A. Once a month at the beginning of every month.

Q. What is the process for reporting stays and submitting the monthly payment?

A. On the 1st of the month you will receive an email from us with a reminder to submit your prior month's stay report and make payment. There will be links on the email to guide you to the proper place to do both.

Q. Once I have signed up, how quickly can I start taking advantage of the program?

A. Once you have signed up you will be able to start using the program right away on any new bookings. Bookings that are already in process are not eligible.

Q. What information is needed to file a claim?

A. To file a claim you will need certain information like who was the guest, the property address, a description of the damage, photos of the damage, and a receipt/invoice/or screenshot of the cost to repair or replace the damaged item. For example, a screen shot of the Amazon page showing the item and the cost is acceptable. All of which can be uploaded through the claim submission portal.

Q. What is excluded and is not covered by the policy?

A. Write out the list of exclusions?

Q. Who do I contact for questions?

A. Doug Fudge- info@fudgeinsurance.com or 407-965-4253

Q. If we use the ADW program do I still need to collect a security deposit?

A. This program is intended to replace the need for a security deposit and alleviate the potential of having a security deposit chargeback from the guest.