



Frequently Asked Questions

Why is protection required in my lease?

Unforeseen events happen. While we do not anticipate this to be the case, we want to make sure should something happen to your stored goods, that you have some protection. We want you to rest easy storing with us.

What is SafeLease?

SafeLease is a protection program that covers your stored goods from certain common risks. The program is managed by SafeLease Insurance Services LLC, an agency that specializes in self-storage. SafeLease is a licensed property and casualty insurance agency in 45 states and is headquartered in Austin, TX.

What is a protection plan?

A protection plan offers coverage to tenants for damage or theft to stored goods. In the event of a covered loss, SafeLease will handle all claims resolution and disbursements on behalf of the storage facility.

Is this insurance?

No. A protection plan is like a warranty which is similar to insurance but without the administrative complexity.

What is covered?

Tenants receive protection for damage and theft to stored goods.

Tenants can visit www.safelease.com/brochure to view our marketing brochure which highlights what is and what is not covered under the plan. In addition, the complete coverage details are outlined in the Lease Addendum.

Is there a deductible?

The standard deductible is \$100. The deductible is waived for burglary claims when the tenant uses a cylinder or disc padlock.

How do I file a claim?

Tenants can come directly to SafeLease in the event of a claim and complete the online claim submission form found at www.safelease.com/claims

How long does the claims process take?

If all of the information for a claim has been submitted, SafeLease can make a determination on the claim as quickly as 24 hours.

Will my homeowners or renters policy cover my stored items?

It depends. In some cases, homeowners or renters insurance policies will cover items stored in storage units. Many policies do not cover items in storage units and others provide specific sub-limits for how much they will pay in the event of a claim.

Please check your insurance policy to confirm the coverage offered is adequate to cover your belongings.