Jumpstart Frequently Asked Questions

Employee Benefit Questions:

1. **Who are Jumpstart's typical customers?**
   - Jumpstart customers include Renters, Homeowners, Condo owners. Jumpstart makes an ideal employee benefit to build financial wellness.

2. **Is this a voluntary employee benefit?**
   - Yes.

3. **Is there a minimum enrollment requirement per Employer?**
   - No, there is no minimum requirement.

4. **How do employees access the offering?**
   - In the typical case, employees sign up directly on the Jumpstart website and pay for Jumpstart themselves. Should an employer wish to integrate Jumpstart onto their benefits platform and/or subsidize some or all of the cost, please contact Tena.Melfi@Jumpstartrecovery.com to accommodate this request.

5. **How do you track the sales for compensation?**
   - Be sure to use your customized link (see in selling guide)

Product Questions:

6. **What is the product?**
   - It is insurance coverage to help people get a financial jump-start after a severe earthquake.
   - It pays $10,000 immediately and the funds may be used for any expense (see flyer)
   - It is available for individuals/employees and for small businesses

7. **What are the average premiums?**
   - The average premium is $20/month for individuals. Premiums range from $11 to $33 per month for $10,000 of coverage. The closer a zip code is to a fault, the higher the premium.
   - The average premium for small businesses is $40/month for $20K in coverage.

8. **Does Jumpstart's earthquake product overlap with conventional earthquake coverage (such as CEA or GeoVera?)**
   - No, Jumpstart can be purchased as a standalone product or in addition to conventional quake insurance. If both types of policies are bought, there is no overlap in coverage.
   - Jumpstart's goal is to speed-up the recovery process after a natural disaster by providing a fast influx of money, which helps the whole economy and community rebound.

A different product for a different need

	Jumpstart	Conventional earthquake insurance
Purpose	Back on your feet	Replace damaged property
Payment speed	2 - 3 days	Weeks to months
Process	Automated deposits	Claims adjuster, paperwork
Payment amount	$10,000	Damage less deductible
Deductible	$0	$10,000s to $100,000s
Typical price	$20/month	$2,000 - $3,000 / year

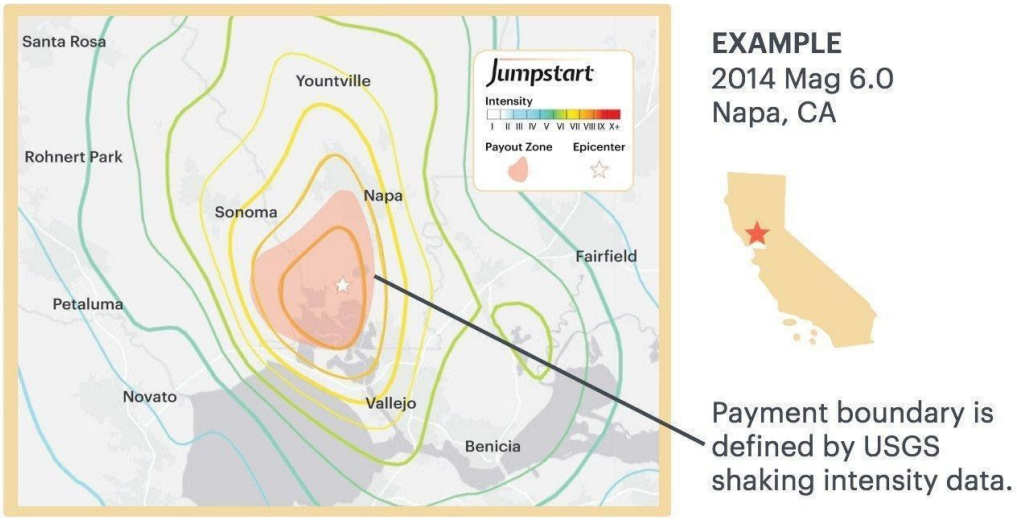
9. **What is the value proposition?**
   - There are, on average, 3 severe EQ per decade.
   - The COVID pandemic has made it clear that a crisis creates unexpected expenses.
   - Value Proposition for each stakeholder:
     For Employers
     - Offering Jumpstart shows a commitment to employee financial well being.
     - Current circumstances notwithstanding, earthquakes are the most-likely severe disaster to affect an employers operational continuity
     - Help the workforce meet their post-disaster needs and stay in the community

     For Employees:
     - $10k can help jump-start their recovery process
     - Helps avoid tapping into retirement savings
     - Jumpstart funds may be used pay for any expense, not just physical damage

     Specifically for Employees who are Homeowners:
     - Jumpstart is a sensible first step for the 90% who decline conventional earthquake insurance.
     - Even for the 10% who opt-in to conventional EQ cover, Jumpstart helps pay a portion of the sizeable deductible.

     For Employee Renters:
     - Jumpstart can help renters stay in the area because it can be used to pay for moving expenses including deposit on a new apartment.

10. **How does Jumpstart determine payment eligibility?**
    - Payment eligibility is based on shaking intensity. Specifically, locations eligible to receive payment are those where the USGS Shakemap peak ground velocity (PGV) exceeds 30 cm/sec. In California, the smallest Richter Magnitude to cause this level of shaking is about M6. Payment area is the 'red-zone' on the map (see below)



11. How does the claims process work?

- After intense shaking, Jumpstart will send a text
- Customer replies 'yes' to confirm they will experience extra expenses
- Payment is deposited directly into their bank account
- No paperwork, no deductible, no evidence of damage is required

10. How often do earthquakes occur that would trigger a payout zone? What are some examples?

In the last 100 years, 37 earthquakes have occurred that would generate enough shaking to trigger a Jumpstart payout zone. Aftershocks are grouped together as one earthquake. This translates roughly to a payout triggering earthquake once every 3 years.

To see the list and to learn more about the Jumpstart payout zone:
https://blog.jumpstartrecovery.com/earthquake-insurance-trigger/

Ridgecrest 2019 - Here is the most recent Ridgecrest earthquake's Jumpstart payout map.
https://blog.jumpstartrecovery.com/ridgecrest-earthquake-payout-map/

11. What if I am close to the edge of a payout zone?

If your insured address resides anywhere in a census block that overlaps with the payout zone, then your address (and the whole block) will qualify for a Jumpstart payout.

12. How do we know who gets paid following a major earthquake?

Jumpstart will notify all customers who are eligible for a payout via SMS the day after the earthquake. If we can not get in touch, we will reach out via other methods until we get a response. Jumpstart will also send all customers instructions on how to access the payout map so they can examine it for themselves.

13. What if there are multiple earthquakes in a year?

Jumpstart's typical policy covers two payouts within a policy year. Please note if there is a severe aftershock within seven days of a severe earthquake, only one payout is made. If the

aftershock is more than seven days after, a second payout will be made.

14. Who decides if I'm eligible? Is there any transparency?

All of the data that we use to determine the payout zone is public. You can go to the US Geological Service (USGS) website at https://www.usgs.gov/natural-hazards/earthquake-hazards/earthquakes to view the data for any earthquake.

For example: Here is the USGS page for the 1994 Northridge earthquake. Click on the shakemap option and toggle on PGV to see a map of shaking intensity. https://earthquake.usgs.gov/earthquakes/eventpage/ci3144585/executive