

WELCOME...

To Your  
Peace of Mind Protection

**SAMPLE  
WELCOME  
KIT**



WELCOME  
GUIDE

# Welcome to TotalProtect®

I promise not to go on and on about the [great choice you've made](#) by taking a look at TotalProtect... or the fact that **our service gets “Excellent” ratings from customers all over America...** or even how **we help protect your budget** by covering items many other home warranties wouldn't even think of covering.

You'll see all that for yourself as you go through this Protection Guide - the place where your journey to savings, service and peace of mind begins.

On behalf of the TotalProtect Team: [Welcome](#).

Best,



Sandi Finn  
President, TotalProtect



# Where to Find What You Need

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# Your TotalProtect Benefits At-a-Glance

With TotalProtect on your side, you can relax knowing that your home (and your budget) is protected day and night.



- ✓ **24/7 Live Telephone Help or visit us at [TotalProtect.com](https://TotalProtect.com):**  
Use whenever you need assistance.
- ✓ **Unlimited Claims Coverage:**  
No matter what the total cost of repair or replacement, all covered claims will be paid for by TotalProtect.\*
- ✓ **Instant Savings:**  
A low deductible should cover the repair - or replacement - of your covered systems!\*
- ✓ **No Inspection Required:**  
Applies to any age, make or model of covered systems.\*
- ✓ **180-Day Workmanship Guarantee:**  
All covered repairs are guaranteed for a FULL 6 MONTHS.
- ✓ **Unknown, Pre-Existing Conditions Coverage:**  
For those problems you didn't see coming due to rust and corrosion, sediment build-up and more.\*

# And There are Even More Benefits...

Homeownership is a tough job. But we've made it a lot easier by providing you with benefits that can help you every single day...

- ✔ **Homeowners Insurance Deductible Reimbursement:**  
Get reimbursed, up to \$1,000, when you have to pay a homeowners insurance deductible.\* (Only 1 homeowners claim per member per 12-month period.) See Page 15 for information to process a claim.
- ✔ **Emergency Lodging Reimbursement:**  
This is the only home warranty that provides lodging reimbursement, up to \$1,200, when you have a qualifying event that leaves your home uninhabitable 24 hours or more following a first service visit should there be a delay in acquiring repair parts, or delay of 24 hours or more in our provision of service for water removal from pipe breakage. Only 1 reimbursement claim per member, per 12-month period. See Page 30 for information to process a claim.
- ✔ **Additional and Optional Coverage Choices for Extra Protection:**  
Do you have a second refrigerator you'd like to protect? What about your septic tank or swimming pool. See all of the extra protection choices on Page 16.



\* See terms, conditions and limitations in your service agreement. Covered items must be in good working order, with no apparent visual or operational malfunctions on your Agreement effective date. Non-covered and incidental charges may apply to certain repairs and replacements. You may cancel at any time, however, you may be responsible for any costs associated with services performed by TotalProtect during the term of your Agreement prior to cancellation.

# Know Your Covered Systems & Appliances

One of the greatest features of TotalProtect is the number of systems and appliances covered by this one home warranty.

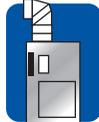
Just take a look at the extraordinary depth of coverage you get...



Electrical System



Plumbing System



Heating System  
(2 Units)



Air Conditioning System  
(2 Units)



Water Heater



Refrigerator w/built-in  
Icemaker



Range/Oven/Cooktop



Dishwasher  
(Built-in)



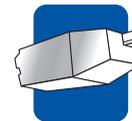
Garbage Disposal



Trash Compactor  
(Built-in)



Ceiling Fan



Garage Door Opener



Clothes Washer



Clothes Dryer



Microwave Oven  
(Built-in)



Heat Pump



Accessible Ductwork



Range Exhaust Fan

# I've Had a Breakdown... Now What?

When a system or appliance in your home stops working, there's no need to panic. There are plenty of service technicians in your area available to help. You just need to place your claim... and here's how to do it:



**Call anytime** to speak with a live Customer Representative.

OR



**Go to [www.PlaceMyClaim.com](http://www.PlaceMyClaim.com)**, click the "Place A Claim" Button and complete the Claim Form.

No matter how you choose to place your claim, you'll need your Warranty Number handy.

**That's all there is to it!**

And remember, anyone in your household can call (or go online) to place a claim.



# We'll Take it From Here...

A [Pre-screened Service Technician](#), specialized in the repair of home systems and appliances, will be sent to your home at a time that's convenient for you. Once the problem is discovered, the next step will be determined...

## Repair or Replacement?

If the item can be repaired, it will be restored to meet TotalProtect's superior requirements. If it's determined that the covered item cannot be repaired, it will be replaced with a new one of comparable features – all for the low cost of your deductible.\*

And to give you even more peace of mind, all repairs are guaranteed for a full 180 days. This industry-leading [Six-Month Workmanship Guarantee](#) ensures that if the problem recurs due to a workmanship issue, you will not pay a cent!



\* See terms, conditions and limitations in your service agreement. Covered items must be in good working order, with no apparent visual or operational malfunctions on your Agreement effective date. Non-covered and incidental charges may apply to certain repairs and replacements. You may cancel at any time, however, you may be responsible for any costs associated with services performed by TotalProtect during the term of your Agreement prior to cancellation.

# One Low Deductible per Claim!\*

TotalProtect is all about protecting your budget when breakdowns happen. And unfortunately, they will happen.

## Remember what first caught your attention about TotalProtect?

The one low deductible that pays for repair or replacement\*...

The protection you get with the longest workmanship guarantee in the industry - 6 months...

The fact that you're protected no matter how old your systems and appliances are...\*

## Whatever it was, the message came through loud and clear:

TotalProtect is here to assist you - 24/7- while helping make sure you are protected from the risk of budget-breaking repair and replacement costs.

## Here's just a sample of Your Money Savings Potential with TotalProtect

	<b>Replacement Cost Without</b> TotalProtect <sup>1</sup>	<b>Replacement Cost With</b> TotalProtect*
<b>Furnace</b>	\$1,500 - <b>\$4,500</b>	
<b>Air Conditioning</b>	\$1,525 - <b>\$6,500</b>	
<b>Refrigerator</b>	\$550 - <b>\$1,500</b>	
<b>Water Heater</b>	\$500 - <b>\$1,500</b>	
<b>Dishwasher</b>	\$300 - <b>\$900</b>	



<sup>1</sup> The data above is based on TotalProtect's estimated ranges on retail costs for replacement of the listed systems and appliances. Includes data from national independent service contractors, as of 2011. Pricing and benefits may vary by state.

# You Have Questions – We Have Answers

If you have ANY questions that aren't answered below (or in this guide), please call your Customer Service Team. Someone is always available to help.

Q: Why do I need TotalProtect if I have homeowners insurance?

A: Please check your homeowners policy. Most likely you'll discover that the repair or replacement of systems and appliances due to mechanical failure is not covered.

Q: My systems and appliances are old... and I mean old. Are they still covered?

A: It doesn't matter how old your systems or appliances are – or what make or model they might be – TotalProtect covers them. No questions asked.\*

Q: Are TotalProtect's service professionals reputable?

A: WITHOUT A DOUBT. TotalProtect pre-screens the service professionals in your area so that you're guaranteed a reputable and trustworthy service company.

Q: My systems and appliances are new. Why would I need TotalProtect?

A: Simply stated, "They don't make things like they used to." Unfortunately, that leads to premature problems, even with new systems and appliances. That's why most of our customers in new homes enjoy the protection and peace of mind they get with TotalProtect.

Q: What information do I need to place a claim?

A: You'll need only two pieces of information: TotalProtect's telephone number or website address: [www.PlaceMyClaim.com](http://www.PlaceMyClaim.com). And your Warranty Number.

\* See terms, conditions and limitations in your service agreement. Covered item must be in good working order, with no apparent visual or operational malfunctions on your Agreement effective date. Non-covered and incidental charges may apply. You may cancel at any time, however, you may be responsible for any costs associated with services performed by TotalProtect during the term of your Agreement prior to cancellation.

# You Want New Appliances? Not a Problem.

If you take a look through your home, would you say some of the appliances need upgrading?

When you want new appliances “just because”, TotalProtect is here for you - providing special deals through the [TotalProtect Appliance Buyline® Discount Buying Service](#).

From clothes washers and dryers to stoves and dishwashers, just call the Appliance Buyline® and get the live help you need to enjoy savings on some of the best names in the business.

That's right, you can get [big discounts off brand name appliances – instantly](#).

And remember, if you want them installed by our professionals, we can do that for you too - and we'll even discount the installation cost because you're a TotalProtect customer.

This is just another TotalProtect feature that provides unlimited benefits.



THE FOLLOWING TERMS AND CONDITIONS APPLY TO ALL ENROLLEES OF THE APPLIANCE BUYLINE DISCOUNT BUYING SERVICE (THE "SERVICE") AND SHALL BE BINDING ON ALL ENROLLEES UPON COMPLETION OF ENROLLMENT IN THE SERVICE.

1. **THE SERVICE:** The Service is offered by Cross Country Home Services, Inc. as an additional benefit to enrollees in certain of its and its affiliates and subsidiaries' home products (collectively CCHS). Through the Service, enrollees are given direct access to third-party merchants' ("Participating Merchants") websites through which enrollees can purchase appliances at discounted prices compared with the manufacturer and/or Participating Merchant's suggested retail prices. All products offered to enrollees in the Service are determined solely and exclusively by the Participating Merchants, and all prices and discounts advertised on the Participating Merchants' websites for the products offered are determined solely and exclusively by the Participating Merchants. All purchases made by enrollees through the Service are made directly between the enrollee and the Participating Merchant and must be approved by the Participating Merchant. All terms and costs of delivery and/or installation of any product(s) purchased through the Service are determined solely and exclusively by the Participating Merchant and the enrollee. The Service shall not participate in the selection, purchase, payment, delivery, or installation of any product by any enrollee from any Participating Merchant. The Service reserves the sole and exclusive right to determine which merchants may participate in the Service.
2. **ENROLLMENT:** To enroll in the Service, you must contact the Service at 1-800-475-9679 or by email to questions@appliancebuyline.com. Once enrolled, you will be provided with the necessary information to access Participating Merchants' websites, including any required authorization codes necessary to access the websites. Depending on the Participating Merchant, you may also be required to register with the Participating Merchant before accessing the merchant's website and/or purchasing any products. All enrollees in the Service who access and/or register with a Participating Merchant's website are subject to all terms and conditions established by that Participating Merchant in addition to the Terms and Conditions set forth herein.
3. **MERCHANDISE ORDERS:**
  - a. When you order a product from a Participating Merchant, the purchase is completed solely and exclusively between you and the Participating Merchant. Neither the Service nor CCHS is the merchant, vendor, supplier, or manufacturer of any product. Neither the Service nor CCHS maintain inventory for any products, or take title to the product. In addition to the terms and conditions set forth herein, all orders placed with a Participating Merchant are subject to the terms and conditions of the Participating Merchant with which the order is placed as well as any terms and conditions imposed by the manufacturer.
  - b. All purchases made through the Service must be completed with a credit card unless otherwise permitted by the Participating Merchant. You must check with each Participating Merchant to determine which credit cards they accept.
4. **CANCELLATION AND RETURN POLICY ON MERCHANDISE ORDERS:**
  - a. All cancellations of any orders placed with a Participating Merchant are subject to and must comply with the terms, conditions and policies of the Participating Merchant with which the order was made. You must contact the Participating Merchant directly to effectuate any cancellation.
  - b. All returns of items purchased through the Service from a Participating Merchant and delivered to you are subject to and must comply with the terms, conditions and policies of the Participating Merchant from whom the product was purchased. You must contact the Participating Merchant directly to effectuate any return.
5. **AVAILABILITY OF MERCHANDISE:** The Service and CCHS do not guarantee the availability of any product. The availability of any product is determined solely and exclusively by the Participating Merchants.
6. **WHO MAY USE:** You and immediate members of your family living in your household may use the Service for the purpose of purchasing home appliances for your and your immediate family's personal use. You may not use the Service to purchase appliances for the purpose of reselling them. You may not disclose any information you learn from accessing any Participating Merchant's website to any person or entity except as necessary to fulfill the buy-sell relationship between you and the Participating Merchant. You may not give any other person access to any Participating Merchant's website or purchase appliances through the Service on behalf of anyone other than yourself or your immediate family members living in your household. You agree to notify the Service if you become aware of any unauthorized use of the Service. Any violation of these limitations may result in the immediate termination of your enrollment in the Service and/or termination of your right to access Participating Merchants' websites.
7. **LIMITS OF LIABILITY:**
  - a. THE SERVICE, CCHS, AND EACH OF THEIR PARENTS, SUBSIDIARIES AND AFFILIATES DISCLAIM AND ASSUME NO LIABILITY AS A SELLER OF ANY PRODUCTS INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR ANY DEFECTIVE PRODUCTS, INCLUDING WITH RESPECT TO ANY PERSONAL INJURY OR PROPERTY DAMAGE CAUSED BY SUCH DEFECTIVE PRODUCTS, DELAY IN DELIVERY OF PRODUCTS FOR ANY REASON WHATSOEVER, DELIVERY OF THE WRONG PRODUCT, NEGLIGENCE IN CONNECTION WITH THE DELIVERY AND/OR INSTALLATION OF A PRODUCT, AND NEGLIGENCE OF A PARTICIPATING MERCHANT, AND YOU AGREE TO WAIVE ANY AND ALL SUCH CLAIMS AS AGAINST THE SERVICE, CCHS AND EACH OF THEIR PARENTS, SUBSIDIARIES AND AFFILIATES.
  - b. THE SERVICE, CCHS AND EACH OF THEIR PARENTS, SUBSIDIARIES AND AFFILIATES FURTHER EXPRESSLY DISCLAIM AND ASSUME NO LIABILITY FOR SPECIAL, CONSEQUENTIAL OR INCIDENTAL DAMAGES AND YOU AGREE TO

WAIVE ANY AND ALL CLAIMS FOR SUCH DAMAGES. THE SERVICE, CCHS AND EACH OF THEIR PARENTS, SUBSIDIARIES AND AFFILIATES LIABILITY TO YOU SHALL IN NO EVENT EXCEED THE AMOUNT OF THE FEE PAID BY YOU FOR THE SERVICE.

- c. THE SERVICE, CCHS AND THEIR PARENTS, SUBSIDIARIES AND AFFILIATES SHALL NOT BE RESPONSIBLE FOR ANY ERRORS OR OMISSIONS CONTAINED IN ANY WEBSITE, PUBLICATION OR GUIDE PRODUCED AND PROVIDED TO YOU BY THE SERVICE, CCHS OR THEIR PARENTS, SUBSIDIARIES OR AFFILIATES OR FOR ANY ERRORS OR OMISSIONS CONTAINED IN ANY PARTICIPATING MERCHANT'S WEBSITE, PUBLICATIONS OR GUIDES. INFORMATION IN ANY SUCH PUBLICATIONS, GUIDES AND/OR WEBSITES REGARDING PRODUCT MANUFACTURERS, MODEL NUMBERS, PRICES, ACCESS NUMBERS AND PROCEDURES ARE SUBJECT TO CHANGE WITHOUT NOTICE.
8. **WARRANTY DISCLAIMER:** TO THE EXTENT PERMITTED BY LAW, THE SERVICE, CCHS AND THEIR PARENTS, SUBSIDIARIES AND AFFILIATES MAKE NO WARRANTY, EXPRESS OR IMPLIED, ORAL OR WRITTEN, WITH RESPECT TO ANY PRODUCTS OR SERVICES SOLD BY ANY PARTICIPATING MERCHANT, INCLUDING ANY WARRANTY FOR MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND ALL WARRANTIES ARISING BY CUSTOM OR TRADE USAGE.
- YOU ARE ENTITLED ONLY TO THE MANUFACTURER AND/OR PARTICIPATING MERCHANT'S PRODUCT AND SERVICE WARRANTIES SET FORTH IN THE DOCUMENTATION AND INFORMATION PROVIDED BY THE MANUFACTURER AND/OR PARTICIPATING MERCHANT. THESE WARRANTIES SHALL BE YOUR SOLE AND EXCLUSIVE REMEDY IN EQUITY OR AT LAW FOR DEFECTIVE PRODUCTS OR SERVICES.
9. **CHANGES IN TERMS AND CONDITIONS:** The Service reserves the right to change the terms and conditions of this Agreement at any time. Benefits may vary from those stated here, and are subject to change without prior notice.
10. **GOVERNING LAW:** These Terms and Conditions, and the rights and obligations stated hereunder, shall be governed by, and construed in accordance with, the laws of the State of Florida, without regard to its conflict of laws provisions.
11. **DISPUTE RESOLUTION: 1. ARBITRATION:** All disputes, controversies or claims of any sort, arising out of or in any way relating to this Agreement, its negotiation, and the Services provided pursuant to it, whether based in contract, tort, regulation, or any other legal or equitable theory (collectively "Disputes"), shall be resolved at the consumer's choice by settlement or final and binding arbitration or in and through a small claims court having jurisdiction over such Disputes. Arbitration shall be conducted within the geographical limits of the applicable federal district court where the Covered Property is located, or such other location upon which both parties mutually agree. The Commercial Arbitration Rules and Supplementary Procedures for Consumer-Related Disputes of the American Arbitration Association (the "Arbitration Rules") in effect at the time arbitration is demanded by either party shall govern the arbitration proceeding and the selection of one neutral arbitrator to preside over the proceeding. The arbitrator is empowered to decide all Disputes and all questions related to the enforceability and scope of these Dispute Resolution provisions, including but not limited to the validity, interpretation and applicability of these Dispute Resolution Provisions. Additionally, this transaction involves interstate commerce, and these Dispute Resolution provisions shall be governed by the Federal Arbitration Act, as amended (9 USC 1). No arbitration may proceed on a class or representative basis, and the arbitrator may not consolidate any arbitration proceeding governed by these Dispute Resolution Provisions with any other person's arbitration proceeding, and may not otherwise preside over any form of a representative or class proceeding. Under the Arbitration Rules, although each party is required to pay certain administrative and arbitrator fees, the amount the consumer may be required to pay is limited. Each party to arbitration is responsible for its own attorney's fees, if the party chooses to be represented by an attorney. **2. CLASS ACTION AND JURY TRIAL WAIVER:** Each party to this Agreement may bring a Dispute against the other only in its individual capacity and not as a plaintiff or class member in any purported class or representative proceeding. Each party gives up or waives any right it may have to have any Disputes between them resolved by a jury.
12. **ASSIGNMENT:** You may not assign or delegate any of your rights or obligations under this Agreement without the written consent of the Service and subject to the authorization of Participating Merchants in accordance with their respective terms, conditions and policies.
13. **ENTIRE AGREEMENT:** These Terms and Conditions constitute the entire agreement between you, the Service and CCHS with regard to the Service and any representation, promise or condition in connection therewith, whether oral or written, not incorporated herein shall not be binding upon either party, including, without limitation, any promotional, advertising and/or marketing materials provided to you by the Service or CCHS or otherwise exchanged between the parties.

*Cross Country Home Services, Inc. is the Servicing Company of the Appliance Buyline® Discount Buying Service. Certain restrictions and limitations apply. The Appliance Buyline® Discount Buying Service complies with all applicable laws and regulations concerning consumer goods. Products restricted by law are not available. Not available in Puerto Rico. Appliance Buyline is a registered service mark of Cross Country Home Services, Inc., Ft. Lauderdale, FL 33323.*

# Homeowners Insurance Deductible Reimbursement Terms & Conditions

## I. DEFINITIONS

**Home insurance** refers to a policy of insurance covering the **primary residence** and/or **personal effects** of the **member** against all risks of direct physical damage. The **home insurance** policy must be a valid and active form such as Homeowners, Renters, Farm-Owners, or Fire & Wind for a dwelling and /or **Personal Effects** risk.

**Loss** refers to an accidental physical **loss** or damage to the **member's primary residence**, and/or **personal effects**.

**Member** refers to a **member** in good standing with the Association:

- a. who has paid the membership fee; and
- b. whose name is shown on the enrollment/registration form.

**Personal Effects** refers to **personal property** of the **member** normally located at the **primary residence**.

Primary Residence refers to a permanent residence of the member which is recognized and covered by a policy of insurance as the primary residence.

**We, Us** and **Our** refer to the Company providing this insurance.

## II. COVERAGES

A. HOME DEDUCTIBLE REIMBURSEMENT: **We** will reimburse the covered **member** for a **loss** to the member's **primary residence** or **personal effects** equal to the deductible limit shown on **member's home insurance** policy or up to the maximum limit of \$1,000, whichever is less. Home Deductible Reimbursement coverage does not apply if:

1. the **member** does not maintain in force **home insurance** on the **member's primary residence** at the time of occurrence;
2. the claim under the **member's home insurance** is not covered or has been denied by the **member's home insurance** company;
3. the **loss** does not exceed the current **home insurance** deductible or does not cause a payment to be made by the current **home insurance** carrier to **member** because the **loss** to the **member's primary residence** and/or **personal effects** does not exceed the current **home insurance** deductible.
4. the **member's home insurance** company has waived the **home insurance** policy deductible.

Only one (1) Home Deductible Reimbursement benefit will be paid per claim occurrence and only one (1) claim per **member** per twelve (12) month period.

## III. EXCLUSIONS

A. **We** will not pay for **loss** caused by or resulting from any of the following:

1. Delay, loss of market, loss of use, or any other causes of consequential loss, including (but not limited to) **losses** arising from loss of time, inconvenience, lost profits or savings or other incidental, special, or consequential damages arising out of the use of or inability to use the **member's primary residence**, and/or **personal effects**.
2. Intentional or dishonest acts by: **You**, the **member**, or anyone else with an interest in the **member's primary residence**, and/or **personal effects**; **your** employees or authorized representatives; whether or not acting alone or in collusion with other persons and whether or not occurring during the hours of employment.
3. Wear and tear, depreciation or obsolescence, damage or **theft** through normal course of use or consumption.
4. Deterioration, hidden or latent defect, or any quality in **member's primary residence**, and/or **personal effects** that causes it to damage or destroy itself.
5. Warlike action by military force including action in hindering or defending against an actual or expected attack, by any government, sovereign or other authority using military personnel or other authority using military personnel or other agents; or
6. Insurrection, rebellion, revolution, usurped power or action taken by governmental authority in hindering or defending against any of these.

B. **We** will not pay for **loss** caused directly or indirectly by any of the following:

1. Seizures or destruction of **member's primary residence** by order of governmental authority;
2. Any weapon employing atomic fission or fusion; or
3. Nuclear reaction or radiation, or radioactive contamination from any other cause. But **we** will pay for direct physical **loss** to the member's **personal effects** caused by resulting fire; or
4. War, including undeclared or civil war.

Such **loss** is excluded regardless of any other cause or event that contributes to the **loss**, whether concurrently or in any other sequence.

C. What this agreement does not cover:

- 14 1. Any **loss** involving liability or medical payments coverage provided for under the member's **home insurance** including, but not limited to, personal injury to others, personal injury to others injured on **your** property or damage to property of others.

# Homeowners Insurance Deductible Reimbursement Terms & Conditions

2. As to the Homeowner's Deductible Reimbursement, any **loss** for loss of use expense as may be provided by a **home insurance** policy for expenses incurred because the **primary residence** may be uninhabitable for a period of time following a **loss** to the **primary residence**.
3. Any **theft of personal effects** where visible signs of forced entry are not present, or mysterious disappearance.
4. Any **loss** to a residence other than **member's primary residence**, and/or to **personal effects** unless located at **member's primary residence**.
5. Any **loss** which occurred while the **member** was not an active and paid **member** of the association.
6. Any **loss** to property including traveler's checks, tickets of any kind, negotiable instruments, cash or its equivalent, circulating currency, passports, documents, real property, animals, living plants or consumable items, items intended for commercial use.
7. Any **loss** or damage to motorized vehicles of any type, intricate parts thereof, watercraft, aircraft, manufactured home or structural items intended for storage, transport, display or habitation.

## IV. LOSS CONDITIONS

### A. ABANDONMENT

There can be no abandonment of any property to **us**.

### B. LOSS PAYMENT

**We** will pay or make good any **loss** covered under this Policy within thirty (30) days after:

- a. **We** reach agreement with **you**; or
- b. The entry of final judgment.

### C. RECOVERIES

Any recovery or salvage on a **loss** will accrue entirely to **our** benefit until **we** have been fully reimbursed for **our** payment.

### D. REINSTATEMENT OF LIMIT AFTER LOSS

The maximum limit of insurance will not be reduced by the payment of any claim.

### E. DUTIES IN THE EVENT OF LOSS

Contact claims administration for all loss notifications at (800) 859-8231 and provide your Group #: HPI-040114.

The **member** must see that the following are done in the event of **loss**:

1. Notify the police if a law may have been violated;
2. Give **us**, or **our** authorized representative, notice of the loss within forty-five (45) days of the original date of **loss**, damage, or **theft**;
3. As soon as possible, give **us**, or **our** authorized representative, a description of how, when and where the **loss** occurred;
4. Take all reasonable steps to protect and preserve the **member's primary residence**, from further damage. Also, keep a record of expenses, for consideration of the settlement of the claim;
5. Permit **us** to inspect the **member's primary residence** and records proving **loss**;
6. If requested, permit **us** to question the **member** under oath, at such times as may be reasonably required, about any matter relating to this insurance or the claim, including **your** books and records. In such event, the member's answers must be signed;
7. Send **us** a signed, sworn proof of **loss** containing the information **we** request to settle the claim. This must be provided within sixty (60) days after **our** request;
8. Promptly send **us** any legal papers or notices received concerning the **loss**; and
9. Cooperate with **us** in the investigation or settlement of the claim.

### F. TRANSFER OF RIGHTS OF RECOVERY AGAINST OTHERS TO US

If any person or organization to or for whom **we** make payment under this insurance has rights to recover damages from another those rights are transferred to **us**.

That person or organization must do everything necessary to secure our rights and must do nothing after **loss** to impair them.

This Home Deductible Reimbursement Insurance described herein is underwritten by Voyager Indemnity Insurance Company, an Assurant Specialty Property company.

# Additional and Optional Coverage\*

Congratulations!

You now have some of the best coverage available for your major home systems and appliances. That means no more surprises - no more huge repair or replacement bills when something breaks down.\*



## TotalProtect will now take care of things for you.

Now... what about the other items in your home that need protection? Do you have a second refrigerator? Is your outside water or gas line old and about to leak? Are repairs to keep your swimming pool up and running costing a fortune?

It's time for extra protection - our Additional and Optional coverage is available only to TotalProtect customers. Just choose the items for which you want this extra coverage and call us so we can make it happen for you!

\* See terms, conditions and limitations in your service agreement. Covered items must be in good working order, with no apparent visual or operational malfunctions on your Agreement effective date. Non-covered and incidental charges may apply. You may cancel at any time, however, you may be responsible for any costs associated with services performed by certain repairs and replacements. Additional and/or optional coverage must be added within 30 days of your effective date.

\*\* Up to \$1,000 per claim, 2 claims per agreement term.

## Additional and Optional Coverage\* Continued

### GET **ADDITIONAL** ITEM/SYSTEM\* PROTECTION FOR YOUR:

- |                             |         |                            |         |
|-----------------------------|---------|----------------------------|---------|
| • Air Conditioning System   | \$ 4/mo | • Sump Pump                | \$ 2/mo |
| • Heating System            | \$ 4/mo | • Water Heater             | \$ 2/mo |
| • Each Additional Appliance | \$ 1/mo | • Whirlpool/Jetted Bathtub | \$ 2/mo |

### GET **OPTIONAL** ITEM/SYSTEM\* PROTECTION FOR YOUR:

- |   |          |                                  |          |
|---|----------|----------------------------------|----------|
| • Outside Gas Lines                     | \$ 5/mo  | • Faucets                        | \$ 5/mo  |
| • Outside Sewer Lines                   | \$ 5/mo  | • Septic Tank/Pumping            | \$ 5/mo  |
| • Outside Water Lines                   | \$ 5/mo  | • Water Softener                 | \$ 6/mo  |
| • Outside Gas/Sewer Water Lines - Combo | \$ 10/mo | • Swimming Pool/Spa/Combo w/Heat | \$ 20/mo |
| • Well Pump with Booster Pump           | \$ 10/mo | • Stand Alone Freezer            | \$ 3/mo  |

- **Premier Upgrade Plan:** Pays for fees on covered items not typically included with home warranties, such as: disposal of equipment, duct/electrical/plumbing modifications, reclamation of refrigerant, code upgrades, permits, condenser pads and much more.\*\*  
\$ 10/mo

# TotalProtect<sup>SM</sup> Home Service Agreement

*This Home Warranty Agreement, hereinafter referred to as the "Agreement", is issued by the entity listed for your state on the Coverage Summary page. Such entity is hereinafter referred to as the "Issuing Company", or "we", "us", and/or "our". The owner of the home covered by this Agreement is hereinafter referred to as "you" and/or "your". This is a Home Service Agreement, not an insurance policy.*

This Agreement is intended to provide protection against the cost of repairing certain types of mechanical failures of specific items in your home. **Please read the Agreement carefully. Coverage includes only certain mechanical failures of the specific items listed as covered on your Agreement Coverage Summary and excludes all other failures and/or items. The Agreement Coverage Summary is attached to and made a part of this Agreement. Coverage is subject to the limitations and conditions specified in this Agreement.**

**This Agreement has provisions for the use of final and binding arbitration to resolve disputes and otherwise limits the remedies available to you. Please see DISPUTE RESOLUTION section for more information about arbitration.**

## I. BASIS FOR COVERAGE

**We agree to pay the covered costs to repair or replace the items listed as covered on your Agreement Coverage Summary if any such items become inoperable during the term of this Agreement due to mechanical failure caused by routine wear and tear.** Determination of coverage including the operational condition as of the Agreement effective date for any claim will be made solely by us, considering but not limited to, our independent contractor's diagnosis. We reserve the right, at our option, to replace items rather than repair them. The definitions of the specific items that may be listed on your Agreement Coverage Summary as covered, as well as other limitations on coverage and other terms and conditions, are listed below.

This Agreement covers only mechanical failures relating to the mechanical parts and components of those domestic-grade items that were in the home and in proper operating condition on the Agreement effective date. "Mechanical failure" occurs when a covered item becomes inoperable and unable to perform its designed function, subject to the limitations and conditions set forth herein. We will cover an unknown pre-existing mechanical failure provided the failure could not have been detected by visual inspection or simple mechanical test. A visual inspection of the covered item is considered to mean the viewing of an item to verify that it appears structurally intact and without damage or missing parts that would indicate inoperability. A simple mechanical test means the ability to turn the unit off and on verifying the item operates without irregular sounds or smoke that may indicate a problem. In certain instances, we may require documentation from you during a claim review.

"Domestic-grade" items are those that were designated by the manufacturer, manufactured and marketed solely for installation and use in a residential single family dwelling. The covered item will be deemed to have been in "proper operating condition" on the Agreement effective date if it was correctly located within the home, was properly installed to code at the time of installation, was fully connected, was capable of successfully performing all operations commensurate with the manufacturer's original design intention, and did not pose any hazard to life or property. Determination of the operating condition as of Agreement effective date, and the nature of any failure, will be made by us based upon the professional opinion of our direct employees, considering but not limited to, our independent contractor's diagnosis.

## II. DEFINITION OF BASE ITEMS

This Agreement provides coverage only for those items specifically listed as being covered on your Agreement Coverage Summary. **An additional fee may be required for additional systems, appliances or optional coverage's. Coverage of some items may not be available under all plans or in every state.**

**This Agreement defines precisely what mechanical systems and appliances, and which of their parts and components, are covered; only those items specifically so described are covered, subject to the limitations and conditions herein.** The items listed in this section as "Examples of Items/Conditions Not Covered" are not meant to be all-inclusive and are provided for illustration. They do not limit our right to decline coverage for items not on the lists and should not in any way be deemed an expansion of items specified as Covered.

### 1. Central Air Conditioning/Cooling System

**Description of Covered Items:** Mechanical parts and components of two (2) centrally ducted air conditioning systems, heat pump system or evaporative (swamp) cooler unit, as follows: accessible ductwork from the air conditioning unit to the point of attachment at registers/grills; air handler; blower fan motors; capacitors; compressors; condensers; condenser fan motors; condenser coils; evaporator coils; fan blades; internal system controls; internal wiring; motors (excludes dampers); primary/secondary condensate drain pans; refrigerant; refrigerant filter dryer; refrigerant piping interior to the unit (excluding inter-connecting line sets and geo-thermal piping); relays; reversing valves; switches and controls; and thermostats. We cover two (2) systems, each with maximum of five (5) ton capacity, and designed for residential application. If the primary cooling system in the home is comprised of wall units, all wall units located within the home will be covered. **In no event shall we be liable for claims in excess of \$1,500 in the aggregate per Agreement term, per covered property for geothermal or water source systems.**

**Examples of Items/Conditions Not Covered:** Primary/secondary condensate pumps, and lines; asbestos insulated ductwork or piping; ductwork insulation; concrete encased or inaccessible ductwork; dampers; filters (including electronic/electrostatic and de-ionizing filter systems); fossil and dual fuel control systems and other energy management systems and controls; geothermal piping; heat recovery unit; humidifiers; interconnecting Freon lines (external of the equipment); panels and/or cabinetry; registers and grills; recapture/reclaim of refrigerant; structural components; water pumps, valves and lines (external of the condenser unit); wall units (except as noted above); window units, and water cooling towers. Gas systems, including ammonia systems, and chilled water systems, are not covered.

## 2. Central Heating System

**Description of Covered Items:** Mechanical parts and components of two (2) systems, either hot water and steam heating system or centrally ducted forced air gas/electric/oil heating system or electric baseboard units, if providing the primary source of heat in dwelling, as follows: accessible ductwork from covered heating unit to point of attachment to register/grill; blower fan motors; burners; controls; fan blades; heat/cool thermostats (programmable and electronic set back units will be replaced only with standard units); heat exchangers; heating elements; ignitor and pilot assemblies; internal system controls; wiring; and relays; motors (excludes dampers); and switches. If the primary heating system in the home is comprised of wall units, all wall units located within the home will be covered. Electric baseboard units are covered if they are the primary source of heating for the property.

**Examples of Items/Conditions Not Covered:** Chimneys, flues, and liners; cleaning and re-lighting of pilots; concrete encased or inaccessible ductwork; concrete encased or inaccessible steam or radiant heating coils or lines; conditions of water flow restriction due to scale, rust, minerals and other deposits; fossil and dual fuel control systems and other energy management systems and controls; dampers; asbestos insulated ductwork or piping; electric baseboard heat unless primary heating system in home; filters (including electronic/electrostatic and de-ionizing filter systems); fireplaces and their respective components and gas lines; free-standing or portable heating units; fuel storage tanks, lines, and filters; gas log systems, including gas feed lines; humidifiers; inaccessible water/steam lines leading to or from system; individual space heaters; maintenance and cleaning; panels and/or cabinetry; radiant heating systems built into walls, floors or ceilings; registers and grills; secondary units; solar heating devices and components; and structural components.

## 3. Central Vacuum System

**Description of Covered Items:** Motor; relay; switches; wiring.

**Examples of Items/Conditions Not Covered:** Attachments; hoses; handles; knobs; panels and/or cabinetry; powerhead assemblies; secondary units; structural components.

## 4. Electrical System

**Description of Covered Items:** Standard mechanical parts or components located within the perimeter of the outer load bearing walls consisting of ceiling fan motors and their controls (excluding transmitters and remotes); attic/whole house exhaust fans; door bells and chimes; interior standard light switches; smoke detectors including battery and hardwire systems; main breaker or fuse panel/box receptacles and general line voltage wiring.

**Examples of Items/Conditions Not Covered:** Bathroom exhaust fans; direct current (DC) wiring and systems; exterior wiring and components (except main panels mounted to exterior wall); any wiring or components servicing a detached structure; fire, carbon monoxide alarm and/or detection systems; batteries; intercom or speaker systems; lighting fixtures; load control devices; low voltage systems including wiring and relays; service entrance cables; telephone systems; timers; touch pad assemblies; transmitters and remotes; utility meter base pans. Failures and conditions caused by inadequate wiring capacity, circuit overload, power failure/shortage or surge, and corrosion caused by moisture are not covered.

## 5. Garage Door Opener

**Description of Covered Items:** Mechanical parts and components of one (1) unit as follows: drive trains; motor; receiver board; relays; switches and sensors.

**Examples of Items/Conditions Not Covered:** Batteries; damage caused by door malfunctions; all door assemblies including door panels, tracks, rollers, hinges, cables and springs; frequency interference; lights; sending units; touch pads and/or key pads; transmitters and remotes.

## 6. Kitchen/Laundry Appliances

**Description of Covered Items:** Mechanical parts and components affecting the proper operation of one (1) of each of the following appliances (all located in the primary kitchen with exception of clothes washer and dryer): refrigerator or combination refrigerator/freezer; built-in dishwasher; built-in microwave oven; range/oven/cook-top; self-contained range exhaust unit located above the range; built-in trash compactor; and clothes washer; clothes dryer. Covered mechanical parts and components include only the following: automatic soap and rinse dispensers; belts; compressor; condensers; control timers (oven/range clock-timers

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are excluded unless failure prohibits normal cooking function); defrost heaters; clothes dryer heating elements; clothes dryer drum; clothes dryer drum rollers; electronic components; evaporators; fan motors; gas valves; hinges; hoses; ignitor and pilot assemblies; ice maker and ice and water dispensers built into the primary refrigerator (excluding water supply lines); internal wiring; latch assemblies (excluding self-cleaning latch mechanisms); motors; power cords; pulleys; pumps; ram assembly; range/cooktop/heating elements/burners; solid state control boards; switches and relays; thermostats; touch pads; tracks; transmissions; wash arm assemblies (dishwasher only); washing machine tubs and agitators; and water valves (dishwasher and clothes washer only).

**Examples of Items/Conditions Not Covered:** Automatic deodorizers; buckets; commercial units; damage to clothing; doors; door cables; door glass; door seals; drawers; drip pans; exhaust fan not solely for venting range/cooktop fumes; independent telescoping range exhaust; filters and screens; food spoilage; self-contained icemakers; water supply lines; reclaim of refrigerant; interior lining; internal shelves; knobs and handles; light bulbs and fixtures; lock and key assemblies; panels and/or cabinetry; racks; removable minitubs; rollers other than clothes dryer drum rollers; rooftop exhaust units; rotisseries and probes; secondary units; shelves; springs; stand-alone freezers; structural components; timers and clocks; self-cleaning mechanisms including door latches; trays; venting; conditions of water flow restriction due to scale, rust, minerals and other deposits.

## 7. Plumbing System/Plumbing Pipes

**Description of Covered Items:** Mechanical parts and components of the following: garbage disposal; interior hose bibs; point of service water system/instahot; pressure regulating devices; shower and tub valves; toilet tanks, bowls, and toilet mechanisms within the toilet tank. The clearing of plumbing stoppages using standard snake/auger systems, of drain, waste or vent lines up to 125 feet from point of access where accessible ground level cleanout is existing, and which can be cleared with standard cable. Request to clear the same line(s) after fourteen (14) days' time has elapsed will be considered a new claim and require a new deductible. Leaks and breaks of water, gas, drain, waste and vent lines/pipes within the perimeter of the main foundation are also covered. **Repair and finish of any walls or ceilings where it is necessary to break through to effect repair is only covered to the following extent: repair of walls or ceilings to rough finish up to \$1,000 per claim.** Rough finish is defined to include hanging of drywall, patching of drywall, stucco, and lath. Repair to rough finish does not include supplies or labor for paint, sanding, wall texture, wallpaper and/or tile work.

**Examples of Items/Conditions Not Covered:** All plumbing in or under the ground, foundation or slab; all piping and plumbing outside of the perimeter of the foundation; any piping or plumbing in a detached structure; stoppage of concrete encased lines; any fees for locating, accessing or installing cleanouts; removal of water closets/toilets in order to clear stoppages, any fees for photo/video equipment, hydro-jetting equipment; jet or steam clearing; chemicals; stoppages caused by root invasion; stoppages caused by foreign objects, such as but not limited to, toys, bottle caps, etc; bath tubs; bidets; caulking or grout; color or purity of the water in the system; concrete encased plumbing; conditions of insufficient or excessive water pressure; conditions of water flow restriction due to scale, rust and sediment (scale, minerals and other deposits); exterior hose bibs; faucets; freeze damage; holding and pressure tanks; jet pumps; laundry tubs; lawn sprinkler systems; repair and finish of any floors where it is necessary to break through to effect repairs; septic tanks and systems in or outside of the home; sewage ejector pumps; sewer and water laterals; shower enclosures and base pans; shower heads; sinks; solar systems; toilet tank lids and toilet seats; water damage; water filters; water purification systems; wells.

## 8. Sump Pump

**Description of Covered Items:** Mechanical parts and components of the pump assembly located within the home and hard piped installed.

**Examples of Items/Conditions Not Covered:** Any unit located outside the covered property and/or within crawl spaces; back-up power assemblies; portable or non-hard piped installed unit.

## 9. Water Heater

**Description of Covered Items:** Mechanical parts and components of one (1) water heater/tankless, including circulatory pumps and domestic hot water coils attached to boilers, but excluding solar and heat recovery units. Includes mechanical failures resulting from sediment build up.

**Examples of Items/Conditions Not Covered:** Auxiliary and secondary holding/storage tanks; expansion tanks; base pans; color or purity of water; flues; vent pipes/lines; insulation and insulation blankets; heat recovery units; any noise without a related mechanical failure; racks; straps; timers; and solar heaters, including all parts and components.

## 10. Whirlpool Bathtub

**Description of Covered Items:** Mechanical parts and components as follows: accessible electrical controls; accessible plumbing lines; air pumps; drains; gaskets; and primary circulation pump and motor.

**Examples of Items/Conditions Not Covered:** Bathtub shell; caulking and grout; jets; conditions of water flow restriction due to scale, rust, minerals and other deposits; failures due to dry operation of equipment; gaining access to electrical, component parts, and/or piping; tiles and marble; and tub enclosure.

### III. SERVICE

1. **We are available twenty-four (24) hours a day, seven (7) days a week. When repair or replacement services covered by this Agreement are required, you must call the toll-free service number printed on your Agreement Coverage Summary page or request service online at [www.placemyclaim.com](http://www.placemyclaim.com). If you fail to notify us of any mechanical failure prior to the expiration of your Agreement during which the failure occurred, we will not be responsible for the cost of any repairs and/or replacements resulting from the mechanical failure.**
2. We will use reasonable efforts to provide a referral to an independent service contractor within two (2) hours after the service request is received during normal business hours and within twenty-four (24) hours for requests received after normal business hours including weekends or holidays. We will determine, at our sole discretion, which repairs constitute an emergency requiring expedited service and will give consideration to covered mechanical failures that affect the habitability of the dwelling.
3. All repair and/or replacement work covered by this Agreement must be performed by an independent contractor and approved by us in advance. **We are not responsible for expenses you incur without our express consent.** We will not reimburse you for any costs associated with unauthorized repairs or work performed by unauthorized contractors.
4. This Agreement may include a deductible charge, as listed on your Agreement Coverage Summary. If a deductible is required, you must pay per trade on each service call made towards the covered portion of any claim. When a covered claim requires more than one trade to complete the covered repair/replacement only one deductible charge will be required. Trades include appliance, air conditioning, heating, electrical, plumbing, and any other trade specifically required to service items listed on your Agreement Coverage Summary. You will be responsible for and shall pay the independent contractor directly for the service call and for actual work performed and/or items installed, up to the amount of the deductible at the time of visit(s), in a manner acceptable to the independent contractor. You are responsible and must pay the independent contractor for any amounts due for services performed or parts installed that are not covered under the terms, conditions and provisions of this Agreement. A service call includes, without limitation, the action of inspecting, diagnosing, and/or performing service for the repair or replacement of a malfunctioning item.
5. You agree to provide access to the covered property during normal business hours for the independent contractor to diagnose, obtain approval for, and/or complete repairs for covered mechanical failures. You agree to pay us and/or our independent contractor any service charge and additional charges assessed by our independent contractor resulting from your failure to provide access and/or for missed appointments.
6. Should any building or zoning permits be necessary, you are responsible for paying for and/or obtaining these permits and the cost associated with these permits. Any testing required by state or local municipalities such as but not limited to load calculation; duct certification are not covered under this agreement.
7. The decision to replace rather than repair items is solely our option. Should we choose to replace an item, the replacement will be the base model that meets all applicable federally mandated minimal manufacturers' standards, performs the same primary function, and has a capacity comparable with the covered item, when available with domestically assembled units. We will make reasonable efforts to provide replacement items of similar mechanical capabilities and/or efficiency of the original unit, when available. We are not liable to provide exact match in color, dye, lot, material, type or brand. When replacing systems or appliances, we will be responsible for the installation of the replacement item but not for the cost of the construction, modifications, carpentry or transitional work made necessary in order to accommodate the replacement, nor for any costs to upgrade or modify items for any reason.
8. At our discretion, we may give you the option to elect to receive a repair/replacement credit or cash payment (net of deductible) in lieu of providing a repair/replacement. In such cases, the amount of such credit shall be equal to the lesser of our approved cost of repair/replacement or your actual and/or estimated cost of repair/replacement. If you elect a credit to our independent contractor, we will pay that amount directly to the independent contractor after the work has been completed. If you elect the cash payment, you must supply documentation supporting that the item in question has been purchased, replaced or repaired prior to receiving the cash payment. Any replacement item must be installed in the covered property as listed on the Agreement Summary Page. Should we determine to replace an item and you elect the cash payment to repair the item, the item will be excluded from further coverage under this agreement and subsequent renewals. **The amount of the approved cost of repair or replacement will be established by us at our sole discretion.** We reserve the right to inspect repaired and/or replacement items.
9. We reserve the right to obtain, at our expense, a second opinion by an independent contractor prior to determining eligibility for coverage.

### IV. GENERAL EXCLUSIONS AND LIMITATIONS

1. This Agreement shall not cover any item(s) if they are: mismatched systems with components having incompatible capacity ratings; modified from the original manufacturer design or application; items determined to be defective by the Consumer Product Safety Commission or the manufacturer and for which either has issued, or issues, a warning or recall, or which is otherwise necessitated due to failure caused by the manufacturer's improper design, use of improper materials and/or formulas, manufacturing process or any other manufacturing defect; improperly installed; or below the slab or basement floor of the home; or

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located outside the perimeter of the main foundation (i.e., outside the outer load bearing walls of the structure with the exception of central air conditioning unit, main electrical panel) or unless specifically covered with optional coverage purchased for items outside the main perimeter.

**2.** This Agreement covers only repairs and/or replacements due to mechanical failure attributable to ordinary wear and tear. Accordingly, the Agreement does not cover failures which may result from other causes, such as without limitation: abuse, misuse and/or neglect; lightning strikes; missing parts; animal, pet and/or pest damage; power failure; power surge; fire; casualty; acts of God; structural and/or property damage; flood; smoke; earthquake; freeze damage; accidents; war; acts of terrorism; nuclear explosion, reaction, radiation or radioactive contamination; insurrection; riots; vandalism; or intentional destruction of property. This Agreement does not cover mechanical failures resulting directly or indirectly from or caused by mold, mildew, mycotoxins, fungus, bacteria, virus, condensation, and/or wet or dry rot regardless of the source, origin, or location and any other cause or event contributing concurrently or in any sequence to the mechanical failure.

**3.** This Agreement does not cover upgrading or making modifications to items due to, but not limited to, the following reasons: capacity (over or undersized); dimensional or design change; conditions of insufficient or excessive water pressure; conditions of inadequate wiring capacity; circuit overload; power failure and/or surge; failure to meet building code(s); zoning requirements; utility regulations; or failure to comply with local, state or federal laws or regulations.

**4.** This Agreement does not cover any costs associated with construction, carpentry, or other modifications made necessary by the repair or replacement of existing equipment or installing different equipment. This Agreement does not cover any costs associated with any upgrades or modifications to comply with federal, state, and/or local law, code, regulation, or ordinance. All such costs are your responsibility.

**5.** SEER (Seasonal Energy Efficiency Ratio) operational compatibility: If we elect to replace an air conditioning condenser or heat pump unit, and it becomes necessary to make a mechanical modification to the evaporator coil in order to provide operational compatibility, we agree to pay the covered costs for one (1) of the following (determination is at our sole discretion) only: expansion metering device, or coil, or air handler. This Agreement does not cover any costs associated with modifications or upgrades required to match efficiency value, rating or ratio.

**6.** This Agreement does not cover: fees associated with the removal and/or disposal of old systems, appliances and components; any fees or costs associated with Freon reclamation.

**7.** This Agreement does not cover: fees associated with the removal and/or disposal of hazardous or toxic material or asbestos.

**8.** This Agreement does not cover repair or replacement of systems, appliances or components classified by the manufacturer as commercial-grade.

**9.** This Agreement does not cover (a) fees associated with use of cranes or other lifting equipment required to service any item or system; or (b) excavation or other charges associated with gaining access to the well pump; or (c) electronic computerized energy management systems or devices, or lighting and/or appliance management systems.

**10.** This Agreement does not cover ductwork with the sole exception of ductwork that is exposed and readily accessible to service a mechanical failure of a covered air conditioning or heating system or item. This Agreement does not cover: asbestos insulated ductwork; concrete encased or inaccessible ductwork; crushed/collapsed ductwork; ductwork damaged by moisture, water, pests and/or animals; insulation; registers, grills and dampers; underground ductwork. Inaccessible ductwork refers to ductwork that is used in central heating and/or air conditioning systems that is not exposed and cannot readily be accessed for replacement or repair due to design and installation obstacles such as, but not limited to, permanent partitions, chimneys, etc., and ductwork embedded in floors, walls or ceilings.

**11.** This Agreement does not cover any costs incurred to gain access to a covered item, system, appliance or component in situations where there is not adequate capacity or space for serviceability caused by, but not limited to, walls, floors, ceilings, permanently installed fixtures, cabinets, snow/ice covered areas, flooded areas, or personal property. In the event it is necessary to open walls, floors, or ceilings, or to move such fixtures, cabinets, or personal property to perform a diagnosis or service, we are not responsible for restoring such openings, items, or property. This Agreement does not cover any costs associated with equipment to gain access or permit serviceability such as but not limited to scaffolding.

**12.** This Agreement does not cover delays or failures to provide service caused by, or related to: any of the exclusions listed herein; shortages of labor and/or materials; or any other cause beyond our reasonable control. This Agreement does not cover additional charges to access or transport materials, supplies, or independent contractors to the covered property due to lack of or inhibited serviceability, such as but not limited to, tolls, required use of ferries or barges and/or remote locations.

**13.** This Agreement does not cover any incidental, consequential, special, and/or punitive damages, and you agree to waive any and all claims for such damages, arising from, resulting from and/or related to the failure of any item or system, including, but not limited to, food spoilage, loss of income, additional living expenses, and/or any loss, damage, cost or expense directly or indirectly arising out of or resulting from, or in any manner related to mold, mildew, mycotoxins, fungus, bacteria, viruses, condensation, wet or dry rot and/or other property damage.

**14.** This Agreement does not cover repairs or replacements of any item covered by other insurance, warranties or guarantees, including but not limited to, manufacturer's, contractor's, builder's, distributor's, or home warranty. Our coverage is secondary to such insurance, warranties, or guarantees.

**15.** This Agreement does not cover any mechanical failure when the covered item or system has been repaired, modified, disabled or adjusted in any way which prevents us or our independent contractor(s) from inspecting, diagnosing and/or repairing the mechanical failure. This Agreement does not cover any mechanical failure to any covered item or system that has been improperly altered, repaired, installed, modified or damaged in the course of remodeling or unauthorized repair.

**16.** This Agreement does not cover performance of routine maintenance. You are responsible for performing all routine maintenance and cleaning for all covered items and systems as specified and recommended by the manufacturer. You are also responsible for providing all routine maintenance for all areas in a covered property around covered items and/or systems to ensure that these items and/or systems are able to function properly as specified by the manufacturer.

**17.** We are not liable for any damages that result from an independent contractor's service, delay in providing service or failure to provide service. We are not liable for any incidental, consequential, special, and/or punitive damages, whether caused by negligence or any other cause, and you agree to waive any and all claims for such damages, arising from, resulting from or related to any independent contractor's service, delay in providing service or failure to provide service, including, but not limited to, damages, resulting from delays in securing parts and/or labor, the failure of any equipment used by an independent contractor, labor difficulties, and/or the negligent, tortious and/or unlawful acts or omissions of any independent contractor.

## **V. PROPERTIES ELIGIBLE FOR COVERAGE**

**1.** This Agreement covers a single family residence, including a condominium, townhouse or villa used solely for residential purposes. Multi-family residential income property of more than two-units is not eligible for coverage. Any dwelling used in whole or in part for commercial purposes such as, but not limited to, a day care facility, a group home (5 or more unrelated individuals cohabiting in same household) or fraternity-type house, "bed and breakfast", church or school will not be covered. Notwithstanding the exclusion of "group homes", this Agreement provides coverage under a special exception for special purpose group homes devoted to housing persons with mental and physical disabilities, as those terms are defined by the Americans with Disabilities Act at Title 42 of the United States Code Section 12102(2)(A). Homes listed or registered in any historical register, including without limitation the National Register of Historic Places are not covered. Whether or not this Agreement covers a condominium unit, mobile home, manufactured home, or multi-family property (duplex), any repairs and/or replacements are limited to the items solely used by and located and serviceable within such single unit (unless specified otherwise). No common area items shared by non-warranted units shall be covered by this Agreement.

**2.** Mobile homes constructed within ten (10) years of the effective date of the Agreement are eligible for coverage, provided they are permanently secured to the ground and, you own the land on which the mobile home is located. Mobile/manufactured homes that are located in a division operated similar to a condominium, where maintenance is provided, are also eligible for coverage.

## **VI. CANCELLATION**

**1.** You may void this Agreement within 30 days of the coverage effective date for a full refund of the contract fees paid if no claim has been made. The right to void this Agreement as provided in this paragraph is not transferable. A ten percent penalty per month will be added to any refund required under this paragraph, including any accrued penalties, that is not paid or credited within 30 days after termination of this Agreement pursuant to this paragraph.

**2.** You may cancel this Agreement within 30 days of the coverage effective date if a claim has been made, or at any time thereafter, at which time you may be entitled to a refund of unearned contract fees paid based on the short rate schedule less a processing fee of twenty-five dollars (\$25) and less the cost of any services performed pursuant to the Agreement, where permitted by law. If the refund calculation results in you owing us payment for services provided, we may bill you for the lesser of the net amount due to us or the unpaid annual term contract fee. We will bill or charge you any balance owed to us through the same mechanism as any previous installment billings, or we will direct bill you if such a mechanism is not available.

**3.** We may terminate this Agreement immediately, after any applicable notice provisions, for non-payment, fraud or material misrepresentation. If we terminate for fraud or material misrepresentation, this Agreement is void and we shall refund all paid contract fees if no claims have been made. If a claim has been made, we will follow normal cancellation procedures as outlined in this section.

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## VII. DISPUTE RESOLUTION

**1. ARBITRATION:** All disputes, controversies or claims of any sort, arising out of or in any way relating to this Agreement, its negotiation, and the Services provided pursuant to it, whether based in contract, tort, regulation, or any other legal or equitable theory (collectively "Disputes"), shall be resolved at the consumer's choice by settlement or final and binding arbitration or in and through a small claims court having jurisdiction over such Disputes. Arbitration shall be conducted within the geographical limits of the applicable federal district court where the Covered Property is located, or such other location upon which both parties mutually agree. The Commercial Arbitration Rules and Supplementary Procedures for Consumer-Related Disputes of the American Arbitration Association (the "Arbitration Rules") in effect at the time arbitration is demanded by either party shall govern the arbitration proceeding and the selection of one neutral arbitrator to preside over the proceeding. The arbitrator is empowered to decide all Disputes and all questions related to the enforceability and scope of these Dispute Resolution provisions, including but not limited to the validity, interpretation and applicability of these Dispute Resolution Provisions. Additionally, this transaction involves interstate commerce, and these Dispute Resolution provisions shall be governed by the Federal Arbitration Act, as amended (9 USC 1). No arbitration may proceed on a class or representative basis, and the arbitrator may not consolidate any arbitration proceeding governed by these Dispute Resolution Provisions with any other person's arbitration proceeding, and may not otherwise preside over any form of a representative or class proceeding. Under the Arbitration Rules, although each party is required to pay certain administrative and arbitrator fees, the amount the consumer may be required to pay is limited. Each party to arbitration is responsible for its own attorney's fees, if the party chooses to be represented by an attorney.

**2. CLASS ACTION AND JURY TRIAL WAIVER:** Each party to this Agreement may bring a Dispute against the other only in its individual capacity and not as a plaintiff or class member in any purported class or representative proceeding. Each party gives up or waives any right it may have to have any Disputes between them resolved by a jury.

## VIII. OTHER CONDITIONS

**1. Term.** Coverage under this Agreement commences on the effective date specified on the Agreement Coverage Summary. This Home Service Agreement expires one (1) year from Agreement effective date, unless renewed.

**2. Renewal.** This Agreement will automatically renew at the option of the Issuing Company and where permitted by state law, for successive one (1) year periods, unless cancelled by you or us in accordance with the cancellation provisions. You will be notified of any rate and/or coverage changes not less than thirty (30) days prior to the expiration of the Agreement.

**3. Assignment.** In the event of assignment or transfer of title of the covered property, this Agreement may be assigned and/or transferred at our option, where permitted by state law and when the applicable fee has been paid. We reserve the right to charge a transfer fee not to exceed \$25.

**4. Installment Billing.** In certain cases you may be permitted, at our sole and exclusive discretion, to pay for your coverage on an installment basis. Should you suffer a mechanical failure covered by this Agreement at a time when there are unpaid installments due from you, whether or not such payments are due or overdue, we reserve the right to deduct all or any portion of any unpaid amounts from the amount of loss covered by this Agreement for such incident, or to require payment of the entire remaining unpaid balances prior to covering the loss for you as we deem necessary or desirable. Our failure to exercise any such right on one occasion shall not be deemed a waiver of such right on other occasions.

**5. Waiver.** Should we waive any of our contractual rights; such waiver will not constitute a future waiver of said rights.

**6. Disclosure.** The price of the Agreement includes the full amount of all fees due and payable as well as the costs of processing and administration for the Issuing Company and its agents where allowable by law. Any applicable state or local sales taxes are in addition to the price of the Agreement.

**7. Severability.** If any provision of this Agreement is determined to be invalid or unenforceable, in whole or in part, by any rule of law or public policy, all other conditions and provisions of this Agreement shall nevertheless remain in full force and effect.

**8. Entire Agreement.** This Agreement constitutes the entire agreement of the parties hereto with respect to the subject matter hereof, and supersedes all prior agreement and understandings of the parties hereto, oral or written, with respect to the subject matter hereof. Except as provided herein, all other warranties, expressed or implied, are hereby disclaimed.

**9. Issuing Company.** This Agreement is issued by HomeSure Services, Inc., except in the following states where it is issued by the identified entity: in Alabama, Arizona, Florida, Illinois, Iowa, Massachusetts, Nevada, New Hampshire, New Mexico, New York, North Carolina, Oklahoma, South Carolina, Texas, Utah, Vermont, Washington, Wisconsin and Wyoming by HomeSure of America,

Inc.; in California by HomeSure Protection of California, Inc.; and in Virginia and Oregon by HomeSure of Virginia, Inc. Services are provided by independent tradespeople/contractors.

**10. Corporate/Administrative Office.** Cross Country Home Services, Inc., P.O. Box 551540, Ft. Lauderdale, FL 33355-1540, 954-835-1900

MPP08 07/14

## DEFINITION OF OPTIONAL ITEMS (all items require an additional fee for coverage)

### 1. Faucets

**Description of Covered Items:** Mechanical parts and components within the faucet; spray arm.

**Examples of Items/Conditions Not Covered:** Aerators, caulking or grout; color or purity of the water; conditions of insufficient or excessive water pressure; conditions of water flow restriction due to scale, rust and sediment (scale, minerals and other deposits); filling of mounting holes; modifications to backsplash; cabinetry; countertops or walls; soap dispensers.

FCT 07/14

### 2. Outside Gas Line

**Description of Covered Items:** Outside gas service line is defined as a natural gas supply line from the curb box to the inlet valve of the meter for one single family residential home – it is the most direct line between the curb box and the inlet valve of the meter. It includes the gas supply line between the outlet of the meter and the exterior of the foundation. It does not include any connections or extensions such as, but not limited to, gas lines to grills, lights and pool heaters.

**Limitations of Coverage:** For the repair or replacement of the outside line, **we will pay a maximum of \$2,000 in the aggregate per Agreement term.** After the outside gas service line is repaired or replaced, our independent service provider will provide basic site restoration to the affected area, limited to backfill of excavated soil, raking and reseeding.

**Examples of Items/Conditions Not Covered:** Any gas service lines in excess of 500 feet in length; high pressure gas lines and the high pressure service line which is defined as a natural gas supply line with a pressure rating of 60 psi or greater; natural gas meter including connections; appliances or appliance connectors or burner tips; any gas service line not measuring between ½” and 1 ¼” in diameter; utility meters; any interior gas piping.

EXTGAS 07/14

### 3. Outside Sewer Line

**Description of Covered Items:** Outside sewer service line failures as a result of normal wear and tear.

**Limitations of Coverage:** For covered repairs, we will pay a maximum of \$3,000 in the aggregate per Agreement term. **We will pay up to an additional \$1,500 in aggregate per Agreement term to cut; excavate or repair sidewalks located in a public easement or public roads that were damaged solely due to outside sewer service line covered repair or replacement work performed by our independent contractor(s).** Only expenses related to repair or replacement of sidewalks are covered under this additional limit. **This additional limit, when applicable, does not add any additional coverage to the sewer service line \$3,000 Agreement maximum. Should sidewalk or public road repair expenses exceed \$1,500, it is your responsibility to pay any additional costs.** You will be notified of the estimated additional expenses before work is completed. After the outside sewer service line is repaired or replaced, our independent service provider will provide basic site restoration to the affected area, limited to backfill of excavated soil, raking and reseeding.

**Examples of Items/Conditions Not Covered:** Any outside sewer line in excess of 500 feet in length any outside sewer service line not connected to a public sewer system, including but not limited to sewer lines connected to a septic system or leach field; outside holding tanks; ejector pumps; service or damage related to the back-up of sewers and drains or any other damage caused directly or indirectly by sewer main lines; any outside sewer service line connected to a lift station; utility meters; stoppages or blockage caused by root invasion and/or by foreign objects, such as but not limited to, toys and bottle caps; any interior water or sewer lines.

EXTSWR 07/14

### 4. Outside Water Line

**Description of Covered Items:** Outside water line repair or replacement if the failure is a result of normal wear and tear. This Agreement covers only the portion of the service line which extends from the curb box shut off valve to the meter or exterior load bearing wall of the covered property.

# TotalProtect<sup>SM</sup> Home Service Agreement

**Limitations of Coverage:** For covered repairs, we will pay a maximum of **\$2,000 in the aggregate per Agreement term**. The Plan will pay up to **\$500 in aggregate per Agreement term** to cut; excavate or repair sidewalks located in a public easement or public roads that were damaged solely due to outside water service line covered repair or replacement work performed by our independent contractor(s). **These expenses will apply toward the \$2,000 Agreement maximum. Should sidewalk or public road repair expenses exceed \$500, it is your responsibility to pay any additional costs.** You will be notified of the expected additional expenses before work is completed. After the outside water service line is repaired or replaced, our independent service provider will provide basic site restoration to the affected area, limited to backfill of excavated soil, raking and reseeding.

**Examples of Items/Conditions Not Covered:** This Agreement does not cover the following: any outside water line in excess of 500 feet in length; any costs in excess of **\$2,000 in aggregate per Agreement term**; any outside water service line not connected to a public water system, including but not limited to water lines connected to a well system; lead piping; utility meters; stoppages or blockages caused by root invasion and/or by foreign objects, such as but not limited to, toys and bottle caps; sprinkler and/or any irrigation lines or systems; any interior water or sewer lines.

EXTWTR 07/14

## 5. Premier Upgrade Package

Adding this package to your Home Warranty Agreement provides additional benefits on a covered claim. Certain repairs or replacements may require additional fees that are not normally covered under your Home Warranty Agreement, such as, but not limited to, disposal of equipment; duct, electrical and/or plumbing modifications; reclamation of refrigerant; code upgrades; permits; condenser pads; etc. Depending on which package you select, **we will provide up to either \$500 or \$1000 towards any typically excluded non-covered charges when repairing or replacing a covered item.** In no event shall we be liable to cover fees and/or disposal arising from hazardous and/or toxic materials or asbestos. **Package limits apply to one (1) covered item, per claim. Each claim event is capped for up to either \$500 or \$1000; any unused portion of the benefit cannot be applied towards a future claim. In no event shall we be liable for more than two (2) claims per agreement term, for an aggregate amount of up to \$1000 or \$2000.** This benefit does not apply to equipment; items; or failures deemed ineligible for coverage.

CCHMS PUP0 02/13

## 6. Septic Tank/Septic Tank Pumping

**Description of Covered Items:** Mechanical parts and components of one (1) sewage ejector pump (located within the perimeter of the main foundation). The clearing of stoppages within the connecting waste line (leading from the house to the primary septic tank) which are attributable to normal wear and tear and can be accessed through an existing clean out without excavation. In the event the septic tank needs to be pumped or replaced, you may be responsible for locating an independent contractor to perform the necessary repairs or replacement. **In no event shall we be liable for claims in excess of \$500 to pump the septic tank or \$1000 to replace the septic tank, per Agreement term.**

**Examples of Items/Conditions Not Covered:** Broken or collapsed sewer lines; tile fields; leach beds; leach lines; lateral lines; insufficient capacity; seepage pits; cesspools and sewage ejector pumps not associated with the septic system. We do not cover the cost associated with locating or gaining access to the septic tank or sewer hook-ups nor do we cover the cost of installing cleanouts or hook ups if they do not already exist; disposal of waste; chemical treatments of the septic tank or sewer lines, stoppages caused by root invasion and/or stoppages caused by foreign objects, such as but not limited to, toys and bottle caps.

SEPT 07/14

## 7. Standalone Freezer

**Description of Covered Items:** Mechanical parts and components of one (1) standalone freezer as follows: compressor; condensers; defrost heaters; electronic components; evaporators; fan motors; hinges; ice maker; motors; power cords; solid state control boards; switches and relays; thermostats; touch pads.

**Examples of Items/Conditions Not Covered:** Automatic deodorizers; commercial units; doors; door cables; door glass; door seals; drawers; drip pans; filters and screens; food spoilage; ice dispenser and their respective water supply lines; reclaim of refrigerant; interior lining; internal shelves; knobs and handles; light bulbs and fixtures; panels and/or cabinetry; racks secondary units; shelves; structural components; conditions of water flow restriction due to scale, rust, minerals and other deposits.

FRZR 07/14

## 8. Surge Protection (This coverage is not available in the following states: CA, GA, ID, ME, MS, OH, OR, UT & VT)

**Description of Covered Items:** Surge Protection provides for the repair or replacement of residential electronics, electrical systems, appliances and other electrical devices within your residence that fail due to

the normal wear and tear of Electrical Surges. An “Electrical Surge” means a burst of excessive electricity on a circuit which can lead to the failure of and/or acceleration of the wear and tear on electrical products, appliances, devices or systems. The Electrical Surge can be caused by natural or man-made events including lightning strikes, power returning after an outage, wildlife interfering with power lines, and appliances cycling on and off.

**Limitations of Coverage:** The available limits are **\$500 annual cap or \$1,000 annual cap. Repair or replacement cost must be more than \$100.**

**Examples of Items/Conditions Not Covered:** Exclusions include but are not limited to damage from accident, abuse, misuse, introduction of foreign objects into the electrical products, unauthorized modifications or alterations, failure to follow the manufacturer’s instructions or recommended maintenance, faulty wiring, improper or incomplete installation.

How to Obtain Service for Surge Failures:

The following describes the claims process that must be followed in order to seek **reimbursement** for repairs or replacement costs:

a. You must notify us within thirty (30) days of an Electrical Surge incident to request a claim form be sent to you. The claim form must be completed in full and returned with a copy of a qualified service provider’s invoice within thirty (30) days from your receipt of claim form. A “Qualified Service Provider” is defined as a licensed trade specialist involved in assessing or repairing damage to the covered items located within the covered residence. We reserve the right in all cases to decide if a particular service provider is qualified. The invoice must be on business letterhead including name, address and telephone number of the Qualified Service Provider and must include a complete description of damages and associated repair charges.

b. If a covered item cannot be repaired, we will reimburse you for the replacement value of the covered item subject to applicable incident limits, your annual caps and other restrictions, as applicable, and as indicated herein. Replacement value shall be the typical purchase price of the most similar and like quality product available on the market at the time of the Electrical Surge incident.

SRG 07/14

### 9. Swimming Pool and/or Spa or Combination (shared equipment)

**Description of Covered Items:** Mechanical parts and components as follows: above ground accessible plumbing lines leading to and from unit; air pumps; blower motor; filters (freestanding housing body, laterals, pressure gauges, back flush valves); gaskets; impellers; internal spa pack heater; internal switches; primary circulator pump and motor; and relays.

**Examples of Items/Conditions Not Covered:** Automatic feeders and chemicals; chlorinators; “creepy crawlers” and similar cleaning units; electrical lines; filter elements or media (i.e., cartridges, grids and sand); heaters; inaccessible underground and/or concrete encased plumbing; jets; lighting; pop up heads and turbo valves; secondary/auxiliary cleaning equipment and accessories including built-in or detachable cleaning equipment, skimmers; solar heaters and related components; structure, liner or shell of the pool and spa; timer and remote control systems and their components.

POLSP 07/14

### 10. Heater for Swimming Pool and/or Spa or Combination (shared equipment)

**Description of Covered Items:** Mechanical components and parts of gas, electric, oil, and heat pump units. **In no event shall we be liable for claims in excess of \$1,000 in the aggregate per Agreement term**, per covered property with respect to pool or spa heaters.

**Example of Items Not Covered:** Cabinetry and structural components; recapture/reclaim of refrigerant; timer and remote control systems and their components.

POLSPHTR 07/14

### 11. Water Softener

**Description of Covered Items:** Mechanical parts and components of basic single water softener unit, including central head assembly; multi-level/twin softeners; piping to and from unit(s) and system tanks.

**Examples of Items/Conditions Not Covered:** Any and all treatment, purification, odor control, iron filtration components and systems; discharge drywells; failure due to excessive water pressure or freeze damage; failures due to mineral and/or sediment; resin bed replacement and salt.

WTRSOFT 07/14

## 12. Well Pump System with Booster Pump

**Description of Covered Items:** Mechanical components and parts of the submersible or above ground well pump and booster pump utilized as the sole source of water supply only for the main dwelling, excluding irrigation system, as follows: controls; impellers; motor; pump and seals. For units that also supply water for use outside the main dwelling, only the capacity required to supply water to the main dwelling, excluding irrigation system, is covered.

**Examples of Items/Conditions Not Covered:** Contamination or lack of water; excavation or other charges necessary to gain access to, or to remove, or to reset the pump; failure attributed to well impurity; joint wells; piping and electrical lines leading to and from the unit; pressure, holding or storage tank(s); re-drilling of wells; auxiliary, secondary; and well casings.

WPBP 07/14

### EMERGENCY LODGING REIMBURSEMENT

We will reimburse the covered member up to the maximum limit of \$1200 in the event the member, due to events beyond the member's control, experiences within the members primary residence:

1. a sudden breakdown of their only air conditioning unit or a sudden breakdown of their only furnace that results in the unit remaining completely non operational for 24 hours or more from the time of the first service visit from the Service Provider due to a delay in availability of the required repair parts to the Service Provider for their completion of the repair; or
2. due to events beyond the member's control, the covered member experiences within their primary residence a sudden break in their water pipes that results in the residence being Flooded and the removal of the water from the residence by the Service Provider is delayed by 24 hours or more from the time the documented service request by the member was made to the Service Provider.

We will also reimburse the covered member for lodging expenses (the actual overnight hotel or motel stay) up to the maximum limit of \$1200.00 in the event the member's primary residence becomes uninhabitable due to events beyond the member's control. These events are limited to break-in, theft, tornado, hurricane, earthquake, flood, fire, landslide, and mandatory evacuation.

Up to six (6) nights maximum \$200 per night or twelve (12) nights maximum \$100 per night / \$1200 maximum per member per twelve (12) month period.

Only one (1) Emergency Lodging Supplemental Reimbursement benefit will be paid per claim occurrence and only one (1) claim per member per twelve (12) month period.

### DEFINITIONS

Flooded is defined as an overflowing of water that leaves submerged water in more than one (1) room of the above ground living areas of the residence (above the basement).

Hotel or Motel refers to a bona fide public lodging establishment.

Service Provider refers to an employee, independent contractor or other hired and approved individual by HomeSure and its Affiliates to perform service repairs on its behalf for its members.

Uninhabitable means the member's primary residence, by reason of an event, is made unfit for use as a residence [for a period in excess of twenty-four (24) consecutive hours or where it is obvious that alternative accommodation is needed either from a safety or health aspect].

### ADDITIONAL EXCLUSIONS

Emergency Lodging Supplemental Reimbursement will not pay for loss caused by or resulting from the following:

1. any breakdown to an air conditioning unit or furnace when it is not the only air conditioning unit or furnace servicing the residence.

### TO PROCESS A CLAIM

Contact claims administration for all loss notifications at (800) 859-8231 and provide your group # HPI-040114.

# HomeSure Companies Privacy Statement

Cross Country Home Services, Inc. has been awarded TRUSTe's Privacy Seal signifying that this privacy policy and practices have been reviewed for compliance with TRUSTe's program requirements including transparency, accountability and choice regarding the collection and use of your personal information. The TRUSTe program covers information collected through our websites. TRUSTe's mission, as an independent third party, is to accelerate online trust among consumers and organizations globally through its leading privacy trustmark and innovative trust solutions.



## Why?

Some companies, like CCHS, choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share and protect your personal information.

## What?

The types of personal information we collect and share depend on the product or service you have with us. This type of information can include:

- Address, phone number and email address
- Account transactions and purchase history
- The date and time you contact us, the nature of your inquiry, and related information, when you access our website
- Credit card, loan number or ACH payment information

When you are no longer our customer, we continue to protect your information as described in this notice.

**Data Retention:** We will retain your information for as long as your account is active or as needed to provide you services. If you wish to cancel your account or request that we no longer use your information to provide you services, contact us at [compliance@cchs.com](mailto:compliance@cchs.com). We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

For Quality Assurance purposes, both inbound and outbound service calls may be recorded.

## Questions or to Opt Out

If you have general questions about this policy or wish to opt out of communication, please call 1.877.248.6683 or email [compliance@cchs.com](mailto:compliance@cchs.com). To completely deactivate your account, please call 1.877.248.6683.

To view the full privacy policy, please visit [www.CCHS.com](http://www.CCHS.com).