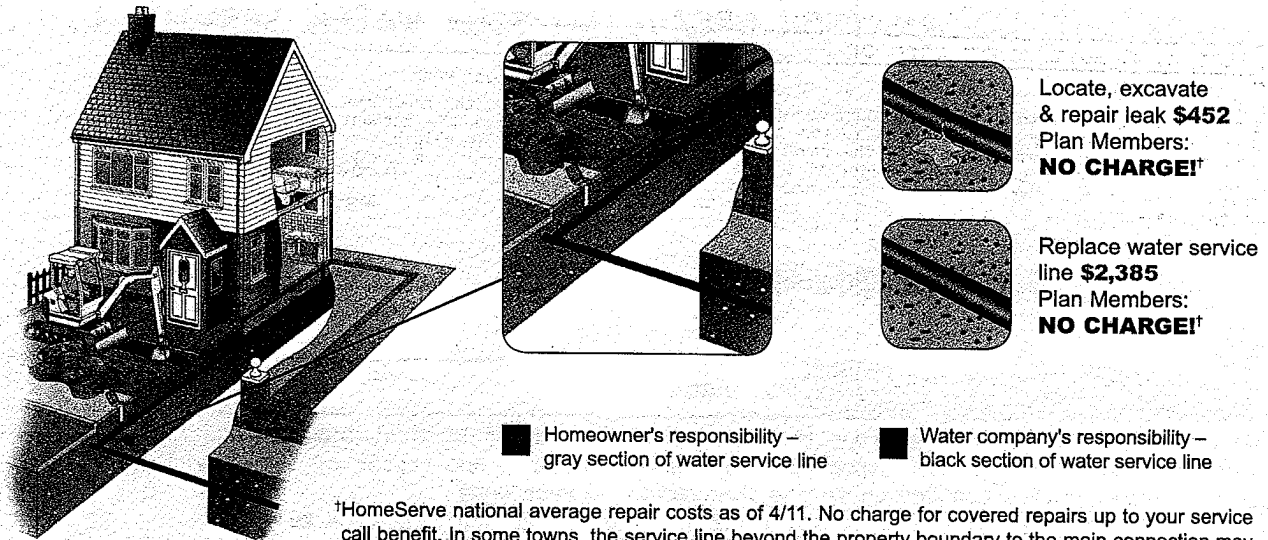




## What would you do in a water service line emergency?

The illustration below shows where things can go wrong with your water service line—and how much a licensed and insured contractor would typically charge customers who don't have coverage. How would you manage if it happened to you? With Water Service Line Coverage, it's not something you have to worry about.



\*HomeServe national average repair costs as of 4/11. No charge for covered repairs up to your service call benefit. In some towns, the service line beyond the property boundary to the main connection may be an additional responsibility of the homeowner, but is not included in this coverage.

## Questions & Answers

### Q. What am I responsible for?

A. As a homeowner, you are responsible for the exterior water service line on your property, from the water company's connection to the point of entry into your home.

### Q. Does my homeowners insurance or local utility company cover this?

A. Most basic homeowners insurance policies and local utility companies do not cover repair or replacement of the water service line. If you find you have similar coverage or your local utility company provides coverage, you can contact HomeServe to receive a refund of your service agreement fee, less any claims paid.

### Q. What is included in this coverage?

A. You will be covered up to \$3,000 per service call, up to \$6,000 per year, for the covered cost of repairing or replacing the burst or leaking water service line from the property boundary or well casing to the foundation wall. This includes all service call charges, labor and materials for covered repairs—so you'll have no bill to pay within the coverage limits.

### Q. Who is HomeServe?

A. HomeServe is an independent, private company providing emergency home repair services and protection solutions to homeowners across the U.S. For more details, visit us at [www.homeserveusa.com](http://www.homeserveusa.com).

### Q. Who is eligible to join?

A. A residential homeowner with a home up to 5,001 sq. ft. can join. Mobile homes, recreational vehicles, multi-unit dwellings and properties used for commercial purposes are not eligible for coverage.

### Q. When can I make a service call?

A. Plan participation starts the day your application form is processed and lasts for one year. Plan participation is automatically renewed thereafter for credit/debit card and E-Z Pay customers and will remain in effect unless you call to discontinue coverage. There is an initial 30-day waiting period to make a claim, giving you 11 months of coverage during the first year of coverage. This prevents service calls on pre-existing conditions and helps keep the coverage affordable.

### Q. What is E-Z Pay?

A. E-Z Pay is a paperless and stress-free way to pay for your coverage. Payments are automatically debited from the bank/checking account of your choice as your payment becomes due, at no additional cost. Your coverage will be automatically renewed so there's no risk of it expiring and losing your benefits. Your authorization remains in effect until you call to discontinue coverage.

### Q. What quality of repair can I expect?

A. A local, licensed and insured contractor will be responsible for handling your covered emergency. Permanent repairs are made where possible and will be guaranteed against defects in material and workmanship for one year.

**General Exclusions:** There is an initial 30-day waiting period to make a claim, giving you 11 months of coverage during the first year of coverage. Acts of God; the thawing of frozen pipes; emergency breakdown to external guttering, arising from disconnection to main water supply, due to pre-existing conditions, caused by faulty construction/improper maintenance, or from a controllable leak; swimming pools/decorative features; faucets or hose bibs; repair of covered parts, equipment and/or systems due to reduction in performance caused by normal wear and tear; emergency breakdown to property having remained unoccupied for more than 30 days; repairs when parts are obsolete; costs to correct or upgrade any part, equipment and/or system in order to comply with law; costs associated with treatment, recovery/disposal of hazardous material; manufacturers' recalls, defects or class action suits; costs of a repair visit; restoration of affected area, hard or soft landscaping that are not part of a covered event; repair, replacement or unblocking without prior authorization; mobile homes, recreational vehicles, multiple-unit dwellings, properties used for commercial purposes or any residential home over 5,001 sq. ft.