

PO Box 2983 Indianapolis, IN 46209-0698

## IMPORTANT INFORMATION REGARDING YOUR WATER SERVICE LINE

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Please respond by March 22, 2012

## 

## Important Information for

- # Our records indicate your property is not covered by Water Service Line Coverage from HomeServe
- # As a homeowner, you are responsible for the maintenance and repair of the water service line from your service connection to the foundation of your home
- # Exterior water service line problems can be complicated and expensive to fix
- # Contractors' service call fees and repair bills for water service line emergencies are not typically covered by basic homeowners insurance policies

### Coverage Details for

- 1.UP TO \$6,000 IN ANNUAL COVERAGE No bills to pay for covered repairs, \$3,000 per call, two calls per year
- 2.24-HOUR EMERGENCY REPAIR HOTLINE Available 365 days a year, ready to respond to your call
- 3. NO DEDUCTIBLES OR SERVICE/TRIP CHARGES FOR COVERED REPAIRS
- 4. QUALITY WORK All contractors are local, licensed and insured
- 5. PRIORITY REPAIR STATUS This optional coverage provides timely repairs to resolve your emergency
- 6.ALL REPAIRS ARE GUARANTEED FOR ONE YEAR

To accept coverage call 1-877-444-7750

Available Mon-Fri 8am-8pm and Sat 10am-4pm EST

HomeServe USA Repair Management Corp. ("HomeServe") is an *independent company separate from your local* utility or community and offers this optional service as an authorized representative for AMT Warranty Corp., who is your contract issuer.

# Complete and Return by March 22, 2012

Step 1: Choose your method of payment
Credit/Debit Card Option: VISA MASTERCARD AMEX DISCOVER
Card Number: Exp. Date:
E-Z Pay Checking Option: I have enclosed a check for my first payment and understand that all (See Q&As for details)
Check or Money Order: I have enclosed my check or money order for my annual payment of \$64.08 including sales tax.  PLEASE MAKE PAYABLE TO HOMESERVE
Step 2: Credit/Debit card or E-Z Pay frequency
\$5.34 per month \$16.02 per quarter \$64.08 per year
I authorize HomeServe to charge my account for Water Service Line Coverage at the frequency specified above and my financial institution to debit these payments from the account provided. I confirm that I have read the reverse of the letter and meet the eligibility requirements for this optional coverage. If I have chosen credit/debit card or E-Z Pay, this authorization is to remain in effect and my coverage will automatically be renewed at the then-current rate unless I cancel by calling 1-877-444-7750. Prices include sales tax and additional local tax may apply.
Signature (required): Phone #:

Please make any corrections to your name or address below.

Ms. Mary E. Reed 465 N. 060 W. LaGrange, IN 46761-9302

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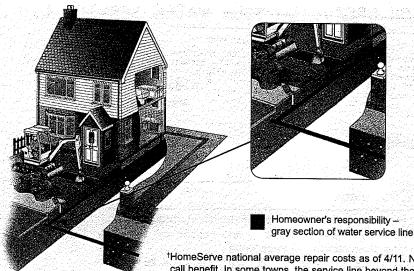


Keep page 2 for your records.

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E-mail:.

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.



Locate, excavate & repair leak \$452 Plan Members: NO CHARGE!



Replace water service line \$2,385 Plan Members: NO CHARGE!

Water company's responsibility black section of water service line

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.

# eganemas

### 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.

#### 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 preexisting 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 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 conditional pools/ decorative features; faucets or hose bibs; repair of covered parts, equipment and/or systems due to reduction in parts are absolute. 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.

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