



HOME
PROTECTION PLAN



BHGRE Home Protection Plan by American Home Shield

AN EXCLUSIVE HOME WARRANTY PROGRAM FOR BHGRE CLIENTS

What is a home warranty?

- ▶ A home warranty is a one-year service agreement that covers the repair or replacement of many major home system components and appliances that typically breakdown over time due to normal wear and tear.
- ▶ With an American Home Shield Home Warranty you have access to over 40 years of industry-leading expertise.
 - ▶ Exclusive plan pricing and low service fees.
 - ▶ A vast network of over 10,000 reputable home repair professionals
 - ▶ The convenience of 24/7/365 service requests



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What's the difference between a home warranty and homeowners' insurance?

Warranties

- ▶ A home protection plan helps protect homeowners against breakdowns. It will help protect a homeowner's budget against the costs of unexpected covered breakdowns or repairs on items in the home such as:
 - ▶ Major home systems such as furnace, central air unit, electric, plumbing, and water heater
 - ▶ Two of our three buyer plans include coverage on common household appliances such as refrigerator, washer, dryer, dishwasher, and oven
 - ▶ Options for the buyer to add coverage on items such as pool, spa, and guest unit



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AHS Customer Benefits

Appliance Discount Program

- ▶ AHS passes along their volume discounts, providing a selection of name brand appliances at significantly reduced prices.

Discounts on Air Filters*

- ▶ Purchase DuPont™ or Arm & Hammer® air filters for up to 50% off retail price. They even deliver!

Refer A Friend

- ▶ Clients get a \$25 Amazon.com gift card when a friend signs up for a home warranty.

ServiceMaster Family Brands and Discounts

- ▶ ServiceMaster is one company, made up of many great brands: Terminix®, Amerispec®, Merry Maids, AHS, Furniture Medic®, and ServiceMaster Clean®, and more!

Helpful Home Tips

- ▶ Every homeowner can use a little help and inspiration. AHS Home Matters Blog features monthly articles filled with helpful tips on everything home-related.



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How does it work?

- ▶ When a covered item breaks down, clients call the AHS 24/7 customer service line or visit ahs.com to initiate a service request.
- ▶ They will pay a Trade Service Call Fee. This is a fee paid per service trade, such as plumber, electrician, etc.
- ▶ AHS will assign a service contractor to handle covered requests.
- ▶ A service contractor will schedule a time during normal business hours to diagnose and repair or replace the covered item.
- ▶ AHS may follow up with the client by phone or email to hear about their experience.
- ▶ Service requests are unlimited during your contract term.



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FREE Listing Coverage

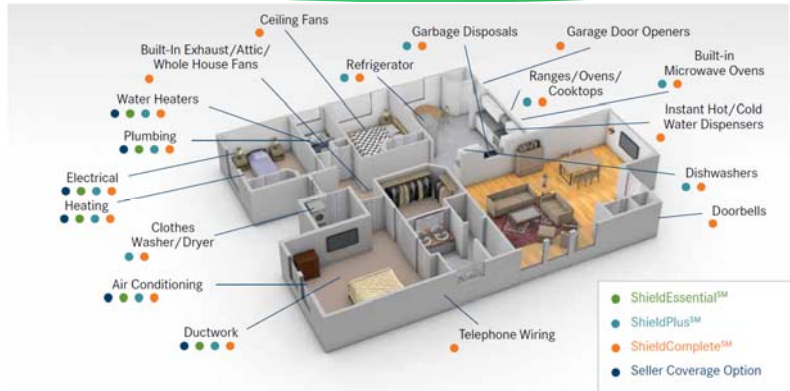
- ▶ Seller Coverage Option is available for up to 6 months (term renewable upon request and AHS discretion) while their home is on the market.
- ▶ This option will help protect home sellers with the same covered items as the ShieldEssential package.
- ▶ With the BHGRE Home Protection Plan, if the policy is not used during the listing period, it's FREE! If the policy does need to be used, however, there is a low \$60 fee paid to be paid at closing.



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What can the policy cover?



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What does the policy cover?

All three packages offer the same high level of coverage across the board

- ▶ Refrigerant recapture, reclaim & disposal
- ▶ Removal of defective equipment
- ▶ Permits (\$250 per agreement term) when required during a covered repair or replacement
- ▶ Code violations (\$250 per agreement term) when required during a covered repair or replacement
- ▶ Failure due to:
 - ▶ Lack of maintenance
 - ▶ Rust & corrosion
 - ▶ Sediment
 - ▶ Mismatched systems
 - ▶ Undetectable pre-existing conditions
 - ▶ Improper installations, repairs or modifications



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What does the policy cover?

ShieldEssential

- ▶ Air conditioning
- ▶ Heating
- ▶ Ductwork
- ▶ Plumbing, including stoppages, sump pumps, and plumbing sewage ejector pumps
- ▶ Electrical
- ▶ Water Heater

ShieldPlus

- ▶ ShieldEssential coverage items
- ▶ Washer
- ▶ Dryer
- ▶ Refrigerator, including icemaker and dispenser
- ▶ Built-in microwave
- ▶ Dishwasher
- ▶ Garbage disposal
- ▶ Range, oven, and/or cooktop

ShieldComplete

- ▶ ShieldEssential and ShieldPlus coverage items
- ▶ Ceiling fans
- ▶ Telephone wiring
- ▶ Doorbell
- ▶ Garage door opener
- ▶ Instant hot/cold water dispenser
- ▶ Built-in exhaust, attic, and whole house fan



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What optional coverage options are there?

ShieldEssential

- ▶ Well Pump and Septic
- ▶ Swimming pool or spa, including saltwater systems
- ▶ Guest units under 750 sq. ft.

ShieldPlus

- ▶ Well Pump and Septic
- ▶ Swimming pool or spa, including saltwater systems
- ▶ Guest units under 750 sq. ft.
- ▶ Additional refrigerators

ShieldComplete

- ▶ Well Pump and Septic
- ▶ Swimming pool or spa, including saltwater systems
- ▶ Guest units under 750 sq. ft.
- ▶ Additional refrigerators



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How to order a BHGRE Home Protection Plan

- ▶ Complete application.

The image shows a screenshot of a web-based application form titled "REAL ESTATE EDITION". The form is divided into several sections, each with a numbered header: 1. Personal Information, 2. Property Information, 3. Financial Information, and 4. Home Information. Each section contains various input fields for text, numbers, and checkboxes. The form is presented in a clean, professional layout with a green and white color scheme.

- ▶ Visit pro.AHS.com
- ▶ Complete profile
- ▶ Enter the order
- ▶ Wait for confirmation email
- ▶ Follow-up for payment of any incentives using the online portal or by contacting AHS

