



Bolt Insurance Sales Guide

CINCH TALKING POINTS

During Underwriting and Discount Questions:

Do you happen to know the age of your home's major appliances and systems such as your A/C, water heater and refrigerator?

OK. Based on what you've shared, it looks like you'd benefit from supplemental home protection from our partner Cinch Home Services. It covers your appliances and systems from breakdowns regardless of how old they are. And the best part is, Cinch is offering a free month when you enroll into one of their plans.

During review of Bundle Offers:

Would you like to hear about an added layer of protection?

We have an exclusive partnership with Cinch Home Services. Their Complete Home Plan in particular is one of the best home warranties in the country and can potentially save you thousands of dollars when your home appliances and systems break down and need to be repaired or replaced. This is a great way to round out your homeowners insurance.

OR

Our most protected customers combine their homeowners insurance policy with a comprehensive home warranty. Let's get started on identifying the appropriate level of coverage to round out your protection.

OR

Your homeowners policy has you covered when the big things happen. Now let's make sure we extend your coverage to alleviate the headaches when your HVAC or appliances breakdown.

Not Interested in Insurance:

Would you like to potentially save thousands of dollars this year? (**Response to "Yes", "Why?", etc.)**)

Well, we have an exclusive partnership with Cinch Home Services. Their Complete Home Plan is one of the best home warranties in the country and can save you a lot of money when your home appliances and systems break down and need to be repaired or replaced.

Complete Home Plan Benefits and Features

- Covers your heating, A/C, electrical and plumbing, and appliances.
- Covers rust and corrosion, water sediment and other unknown pre-existing conditions.
- Only a \$150 per claim deductible for covered items.
- 180-day workmanship guarantee on all covered repairs.
- Access to discounts on appliance purchases.
- \$25 credit you can use towards A/C filters.
- 24/7 assistance by calling Cinch's toll-free number or by going online at my.cinchhomeservices.com.

- Homeowners Insurance Deductible Reimbursement up to \$1,000, 1 claim per year. Emergency Lodging Reimbursement up to \$1,200, 1 claim per year.
- Up to \$50 reimbursed if you lock yourself out of your home and need locksmith services. One claim per 12-month period.
- Unlimited number of claims up to \$10,000 a year. Certain items may have cap limits which are outlined in the terms and conditions.

Water Essentials Plan Benefits and Features

- Covers your most important systems and appliances including electrical and plumbing, your fridge, clothes washer, and water heater.
- Covers rust and corrosion, water sediment and other unknown pre-existing conditions.
- Only a \$250 per claim deductible for covered items.
- 180-day workmanship guarantee on all covered repairs.
- Access to discounts on appliance purchases.
- \$25 credit you can use towards A/C filters.
- 24/7 assistance by calling Cinch's toll-free number or by going online at my.cinchhomeservices.com.
- Homeowners Insurance Deductible Reimbursement up to \$1,000, 1 claim per year. Emergency Lodging Reimbursement up to \$1,200, 1 claim per year.
- Up to \$50 reimbursed if you lock yourself out of your home and need locksmith services. One claim per 12-month period.
- Unlimited number of claims up to \$15,000 a year. Certain items may have cap limits which are outlined in the terms and conditions.

PLAN PRESENTATION DISCLOSURES

Disclose the following information as you are discussing any of the Cinch home protection plans with your customers.

1. State the full plan name [i.e.: Cinch Complete Home or Cinch Water Essentials].
2. Disclose there is a 30-day review period before coverage begins.
3. Disclose the monthly price of [\$XX.XX (amount in portal)] or annual plan price of [\$XXX.XX (amount in portal)] based on the deductible (service fee) selected. And the plan will auto renew unless the customer decides to cancel.
4. Disclose the deductible amount of \$150 is due at the time a claim is placed.
5. Disclose the one-month free offer.

DATA COLLECTION:

1. Confirm or capture customer's full name, email address, phone number, property address, separate mailing, or billing address (if needed).

BILLING OPTIONS DISCLOSURES:

Determine if the customer wants to be billed monthly or annually.

Disclose the appropriate billing terms:

If Monthly: Disclose that unless the customer calls Cinch to cancel within the next 30-days, their annual coverage will begin 31 days from today and with the one-month free offer. The monthly fee of [\$\$XX.XX (*disclose amount from portal*)] plus any applicable taxes will be automatically billed to the payment method they select approximately 60-days from today and then every month for 12-months.

If Annual: Disclose that unless the customer calls Cinch to cancel within the next 30-days, their annual coverage will begin 31 days from today and the amount of [\$\$XXX.XX (*disclose amount in portal*)] plus any applicable taxes will be automatically billed to the payment method they select approximately 30-days from today and then on the anniversary of their contract start date or the next business day thereafter.

PREMIER UPGRADE PACKAGE (PUP) DISCLOSURE & OTHER OPTIONAL SERVICES:

The Premier Upgrade Package must be offered to all Florida residents enrolling in the Complete Home plan. PUP can also be added to any of these plans for non-Florida residents.

PUP Offer Language: Although the plan you've chosen covers your most important [i.e.: Systems and Appliances], sometimes problems arise that can't be covered by typical home warranties. Things like non-covered contractor fees, removal and disposal of equipment, electrical and plumbing permits, code upgrades and more. That's why Cinch recommends their Premier Upgrade Package. It's an optional coverage not included in the one-month free offer, but it helps protect your budget against these kinds of costs, up to \$1,000 per claim and up to twice a year. And the best part is, it's just \$12.50 more a month.

If Florida resident also read: This optional protection provides coverage in accordance with Florida Statute 634.346 which helps maintain compatibility and operating efficiency requirements of the A/C manufacturer.

- If the customer chooses to add it to their plan, check the box in the portal.
- If the customer chooses **not** to add it to their plan, let them know it can be added within 30-days from their effective date.

OTHER ADD-ONS (Pool, Spa, Septic Tank, etc.):

If the customer asks about additional coverage for these types of items, tell the customer they can add them by calling Cinch within 30-days from their effective date.

PAYMENT METHOD CAPTURE:

Capture payment information – Credit card, ACH, Debit Card (Visa, Mastercard, AMEX, and Discover)

AGENT DISCLOSURES CONFIRMATION CHECK BOXES:

Check the boxes after you have read all the required disclosures to the customer. If customer says "no" to any of them, no enrollment.

CALL CLOSE DISCLOSURES

Once you have clicked on the “Place My Order” button in the portal, stay on the phone with the customer to share the information below. You’ll also want to ensure they received the LOA email from Cinch and e-sign the agreement.

1. The customer will receive an email from Cinch which will prompt them to e-sign the letter of authorization to complete the purchase of the home warranty. If the customer does not e-sign the LOA, they will not be enrolled.
2. Once the e-signature is completed, the contract is created, and the customer will receive a confirmation email with a link to register their account online and review the terms and conditions.
3. Within 10-15 days from e-signing the authorization letter, the customer will receive a welcome kit in the mail which includes terms and conditions, coverage details, and limitations.
4. You can also provide your customer with Cinch’s toll-free number to call if they have any questions or choose to cancel the coverage. (Complete Home 844-324-5688) or (Water Essentials 844-627-6010).