

**FREQUENTLY ASKED QUESTIONS****What is covered under the plan?****Complete Home Plan**

- Covers everything from your heating, A/C, electrical and plumbing systems, and appliances. (See product table or T&Cs for more detailed information)
- 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 or refrigerator filters.
- 24/7 assistance to place claims or receive assistance by calling Cinch's toll-free number or by going online at [my.cinchhomeservices.com](http://my.cinchhomeservices.com).
- Up to \$1,200 in Emergency Lodging Reimbursement when you have a sudden breakdown of an A/C or heating unit. One claim per 12-month period.
- Up to \$1,000 in Homeowners Insurance Deductible Reimbursement when you must pay a homeowners' insurance deductible. One claim per 12-month period.
- 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. (See product table and/or T&Cs for cap limits)

**Water Essentials Plan**

- Covers your most important systems and appliances including your electrical and plumbing, your fridge, clothes washer and dryer and your water heater. (See product table or T&Cs for more detailed information.)
- Covers rust and corrosion, water sediment and other unknown pre-existing conditions.
- Only a \$250 per claim service fee 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 or refrigerator filters.
- 24/7 assistance to place claims or receive assistance by calling Cinch's toll-free number or by going online at [my.cinchhomeservices.com](http://my.cinchhomeservices.com).
- Up to \$1,000 in Homeowners Insurance Deductible Reimbursement when you must pay a homeowners' insurance deductible. One claim per 12-month period.
- 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, with a per claim limit of \$5,000. Certain items may have cap limits which are outlined in the terms and conditions. (See product table and/or T&Cs for cap limits)

### **What is a home warranty?**

A home warranty covers the cost of repairs and replacements of certain appliances and systems in homes caused by everyday *wear* and *tear*, or from old age. Typical items covered are central air conditioning systems, central heating systems, kitchen appliances, clothes washer and dryer, plumbing, and the electrical system. Instead of customers having to spend lots of money repairing or potentially replacing expensive items in their home and finding a technician to fix them, they just pay a low deductible to Cinch at the time of the claim and Cinch should take care of the rest.

### **What are the differences between a home warranty and homeowners insurance?**

Homeowners insurance pays for accidental damage to a property due to fire, weather, theft, and some natural disasters. It may also protect the homeowner from liability claims should someone be injured on the property.

A home warranty plan covers the cost of repairs and replacements of certain appliances and systems in homes caused by everyday wear and tear, or from old age. For example, air conditioning and heating systems, plumbing systems, electrical systems, and appliances.

### **What is the \$1,000 Homeowners Insurance Deductible Reimbursement?**

If you file a claim with your homeowner's insurance company and must pay a deductible, you can get reimbursed up to \$1,000. You can get reimbursed on 1 claim per 12-month period.

### **What is the \$1,200 Emergency Lodging Reimbursement benefit?**

When you have a qualifying event that leaves your home uninhabitable 24 hours or more following a first service visit, you can get up to \$1,200 back on a hotel or motel stay. However, there must be a delay in acquiring repair parts or a delay of 24 hours or more in the provision of service for water removal from pipe breakage to receive this reimbursement. You can get reimbursed on 1 claim per 12-month period. (\*This benefit is only available in the Complete Home Plan)

### **When and how will the customer receive the \$25 filter credit?**

After your warranty is active and your first payment has been received, you will receive an email from FilterJoy with instructions on how to redeem your one-time, annual \$25 filter credit.

### **What is an unknown pre-existing condition?**

Cinch will cover an unknown pre-existing mechanical failure which means the reason for the item's failure could not have been detected by visual inspection or a simple mechanical test. However, if a problem was found during, let's say, a home inspection and no action was taken, it would be considered a known pre-existing condition and would not be covered. Unless it is obvious the item has been broken for a long period of time, most claims will be covered.

### **What is locksmith reimbursement service?**

Cinch will reimburse you up to \$50 when you get locked out of your home and must pay a professional locksmith to get back in. One claim per 12-month period.

### **What is the Premier Upgrade Package?**

The Premier Upgrade Package (PUP) enhances the base Cinch Home Protection coverage plan, offering additional benefits for non-covered charges associated with a systems or appliance repair or replacement.

Just like many home warranty companies, Cinch Home Protection plans excludes paying for changes or upgrades due to code or regulatory requirements. Cinch covers repairs or replacements due to wear and tear.

Let me explain how it works with an example. Let's say you have an approved claim to replace your A/C. Cinch's home protection plans cover the costs of parts and labor, but there are \$700 of non-covered charges associated with the replacement (for duct modifications and permits). Without the Premier Upgrade Package, you would be out of pocket \$700 in addition to your service fee. If you have the Premier Upgrade Package, you'd receive a brand-new A/C and only pay your service fee out of pocket.

Keep mind, this option can be used **two times** per contract year, for up to \$1,000 of non-covered charges each time. That's up to \$2,000 worth of coverage for only \$150 a year. It's only an additional \$12.50 per month.

### **What is the Florida statute 634.346?**

Effective January 1st, 2020, Florida Regulations are requiring Home Warranty companies to offer voluntary coverage to consumers to cover the cost of upgrading a unit due to the Florida code requirements.

Just like many home warranty companies, the Cinch plans do not cover paying for changes or upgrades due to code or regulatory requirements. Cinch covers repairs or replacements due to wear and tear.

### **Can I use my own repair person?**

Cinch Home Services' network of providers has an extensive list of service professionals. There's a chance that the company you use is already approved to do work for Cinch. You can always ask them if they are part of Cinch's network or if you'd like to recommend someone, please give them the information and they will contact the company to inquire if they would like to participate in our network.

### **Does Cinch cover items such as a pool, spa, septic tank, well pump, etc.?**

Yes, Cinch has optional coverage plans that can be added to your basic warranty plan for an additional monthly cost. To add these any optional coverages, you will need to call Cinch within 30-days from your effective date.

### **When does coverage begin?**

Coverage begins 30 days from today. Cinch will send you a welcome kit so you can review the features, benefits, and service agreement for 30 days. Then you can start using your benefits before billing begins 61 days after that.

### **How can I be sure of the quality of the people cinch sends to my home?**

Every service technician Cinch sends out has undergone an extensive selection process, which includes, but is not limited to: Background checks plus license and insurance verification. No one is permitted into the Cinch network unless they meet certain requirements.

### **Is it true Cinch will help pay for a replacement if the appliance or system can't be fixed?**

Absolutely, as you will see in the materials, Cinch sends you, if the repair person determines that the problem can't be fixed, Cinch will try to replace the covered item. That's one of the top reasons it's so important to have protection like this. Of course, just like any other protection plans, some restrictions may apply... things like caps and non-covered incidental charges.

### **What if my systems and/or appliances are really old?**

It doesn't matter how old your covered items are. If they are working when your protection plan goes into effect, you're covered. When you get the welcome kit, you can see the actual details of how it works.

### **Explain the deductible**

When you place a claim, Cinch will collect the deductible. It is the cost to send someone out to diagnose and repair or replace the covered item.

### **When would I pay more than the deductible?**

Some parts or failures may not be covered and in that case, you would pay that in addition to the service fee for the item to be repaired. Cinch may elect to deduct the amount due for the protection plan from any claim credit. Also, please remember Cinch covers the repair or replacement of covered items due to wear and tear. Cinch plans do not cover changes or upgrades due to code or regulatory requirements, etc. We can always add additional coverage to your plan if you would like to. Cinch also requires for the plan payments to be current before processing any claim. All exclusions and limitations will be listed within the terms and conditions included in your welcome kit.

### **When will I receive the written information?**

Once you sign the agreement, you should receive your welcome kit within 10-15 days from then.

### **Can I cancel after I've made a claim?**

Yes, you can cancel after making a claim. Cinch may charge a \$25 processing fee at their discretion, and you would be responsible for the remainder of the annual premium or the amount of the claim, whichever is less.

### **Can I cancel at any time?**

Yes, you may cancel at any time. If you call to cancel during the next 30-days, you will not be billed a penny. You may also cancel at any time after the next 30 days, and billing will stop. There is a cancellation processing fee of \$25 that is exercised at Cinch's discretion. However, if you have made a claim, you would be responsible for the remainder of the annual premium or the amount of the claim, whichever is the lowest.

### **What is the potential cancellation fee?**

There is a cancellation processing fee of \$25 that is exercised at Cinch's discretion.

### **Is this insurance?**

Actually, the [*insert plan name*] plan complements your homeowners insurance since most insurance policies don't cover [*systems/appliances/systems and appliances*] breakdowns due to everyday wear and tear. So, when something major breaks down in your home you might end up having to come out of pocket which could be hundreds to thousands of dollars.

It's definitely important to make sure you're totally covered so you don't have to lay out that kind of money, right?

### **What types of properties are covered?**

Property must be used solely for residential purposes:

- Single family residences
- Condominiums
- Townhouses
- Villas
- Manufactured homes (see eligibility requirements below)

Manufactured homes eligibility:

- Has been constructed within 10 yrs. of the effective date of the agreement.
- Must be permanently secured to the ground on land owned or located in a division operated similar to a condominium, where maintenance is provided.

**What types of properties are not covered?**

- Mobile homes
- Multi-family residential property of more than two units
- Any dwelling used in whole or in part for commercial purposes including non-profit organizations.
- Homes listed or registered in any historical register, including without limitation to the National Register of Historic Places

**Where/who is Cinch?**

If customer property is in:

**AL, AZ, FL, IL, IA, MA, NV, NM, NY, NC, OK, SC, TX, UT, VT, WA, WI, WY:**

The Cinch Home Service Agreement is issued by HomeSure of America, Inc.

**CA:**

The Cinch Home Service Agreement is issued by HomeSure Protection of California, Inc.

**OR, VA:**

Home Protection Plan in VA

The Cinch Home Service Agreement is issued by HomeSure of Virginia, Inc.

**ALL OTHER STATES:**

The Cinch Home Service Agreement is issued by HomeSure of America, Inc.