

Use Old Republic Home Protection's Handy

Warranty Assistant

And See How Easy It Is To Work With Us!

We support your marketing efforts with our effective, customizable marketing tools which are easily accessed through the ORHP Toolbox at www.orhp.com.

- Between Friends Newsletters
- Homeowner's Tip Guide
- Open House Registry
- Wall Calendar
- Moving Guide
- Farming Coupons
- Gift Cards

*Remember, I'm always available
when you need me for:*

Customer Service
Marketing Support
Education
Supplies



We're People Helping People

WWW.ORHP.COM 800.445.6999

Old Republic Home Protection's Warranty Assistant Reference Guide

✓ **Ordering A Plan**

Order your warranty Plans using the method most convenient for you:

1. **Web Site** – Set up your ORHP Toolbox Account and order any time, day or night! You will receive a Plan number instantly, as well as an immediate email confirmation of your order.
2. **Call** us at 800-445-6999 Monday through Saturday, 8-5 PST.
3. **FAX** us at 800-866-2488.

Whichever method you choose, Old Republic will immediately FAX a confirmation with the Plan number to both the initiating and cooperating agents (as provided), and FAX an invoice to the billing party.

✓ **Payment Terms**

Payment is due at closing with a 14-day grace period. Please make checks payable to Old Republic Home Protection and mail to: P.O. Box 5017 San Ramon, CA 94583.

✓ **Effective Dates of Coverage**

1. **Seller's Coverage*** – for the listing/escrow period becomes effective the day the application is received by us, and continues until the expiration of the initial listing period, close of sale, or listing termination (whichever occurs first). Seller's coverage is not available on multiple units. In the event close of sale does not occur, we may, at our sole discretion, extend the Seller's coverage period. Pre-existing conditions are not covered for the seller. (*Coverage and time limitations vary by state, see your specific Plan brochure for details.)
2. **One Year Buyer's Coverage** – normally becomes effective at the close of escrow and continues for one full year.
3. **New Construction*** – coverage and any optional coverage begins on the first anniversary of the close of sale and continues for three (3) or four (4) years (depending on your state Plan) from that date, provided the Plan fee is received by us within 14 working days from close of sale. All systems and appliances to be covered must be in good working condition at the time coverage begins on the first anniversary after the close of sale. New Construction Plan not available on multi-unit homes. (*Not available in every state.)
4. **For Sale By Owner** – properties or homes not in a resale transaction, or any other dwelling type, i.e., multiple units, guest houses, homes over 5,000 sq. ft., please call for quote on rates, effective date of coverage, etc. FSBO properties may have a 30 day waiting period applied prior to effective date of coverage.

Especially useful for agents who work from home – so hang on to it!

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✓ The Claims Process

We provide service for systems and appliances, listed in our brochure as covered, that:

- Are located within the perimeter of the main foundation or garage
- Were in proper operation at the effective date of coverage
- Became inoperable during the term of coverage.

a. Please have your clients call our Customer Care Center at 800-972-5985

to place a request for service. They should not contact a contractor for service on their own, as we are not obligated to reimburse.

Out-of-network contractors are not familiar with our coverage and usually will not provide service at preferred rates, which could result in overcharging to your client.

b. Our skilled Customer Care Agents will assist your client with their service request. Often times we can resolve the issue over the telephone, which will help your client save both time and money!

If we're not able to offer a "quick fix", **a qualified and licensed technician will be assigned** immediately.

c. Upon assignment, your client will be given the Contractor's name and telephone number. The work order will be faxed or emailed to the contractor selected, who will then make contact to schedule an appointment. By providing your client with the contractor's information, they are provided added convenience of contacting the contractor directly if the need arises.

d. In the event we do not have a network contractor for the required services, we would authorize your client to contact an independent contractor directly to perform the covered service. We would then provide reimbursement based on the following conditions:

1. Contractor selected should be qualified and insured.
2. Contractor provides fair and reasonable rates on parts and service.
3. Contractor is willing to bill for services rendered.
4. Confirm the repair is covered under the Plan by contacting us:
 - a. Once the technician arrives at the home and
 - b. Prior to the technician performing any repairs for which reimbursement will be requested.

e. Extra efforts are always made to provide same day service in the case of emergencies. Emergency service is defined as any system malfunction that:

- creates substantial secondary damage.
- affects electrical power or plumbing facilities.
- is impacting the ability to provide necessary healthcare support to someone in the home.

If your client should request non-emergency service outside of normal business hours, they would be responsible for payment of additional fees, including overtime.

f. At the time of the scheduled appointment, the contractor will diagnose the necessary covered repairs. At times, authorization from ORHP may be required to complete the service, however that should *never* delay the completion of work.

g. Under the terms of the Plan, ORHP has the right to repair, replace or provide cash in lieu of repair for any covered item. This service is provided as a benefit to your client as a way to upgrade their home system or appliance when service is required.

h. The Plan Holder is responsible to pay a trade call fee to the contractor at the time of service. At times, there may be additional costs required that are not covered by the warranty. Your client will be advised of any additional cost prior to the initiation of service work by the technician. Examples of non-covered costs may be code violations, permits, upgrading, specifically excluded items, etc.

i. While our goal is to resolve the service concern in one call, we offer a 30-day recall period on all service work. In the event your client experiences the need for follow-up services, they should contact 1-800-972-5985 to request a recall.

j. In the event you or your client has *any* concerns regarding the services requested/provided, please do not hesitate to call our Customer Care Center. We are available 24 hours a day, 365 days a year to serve you.



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