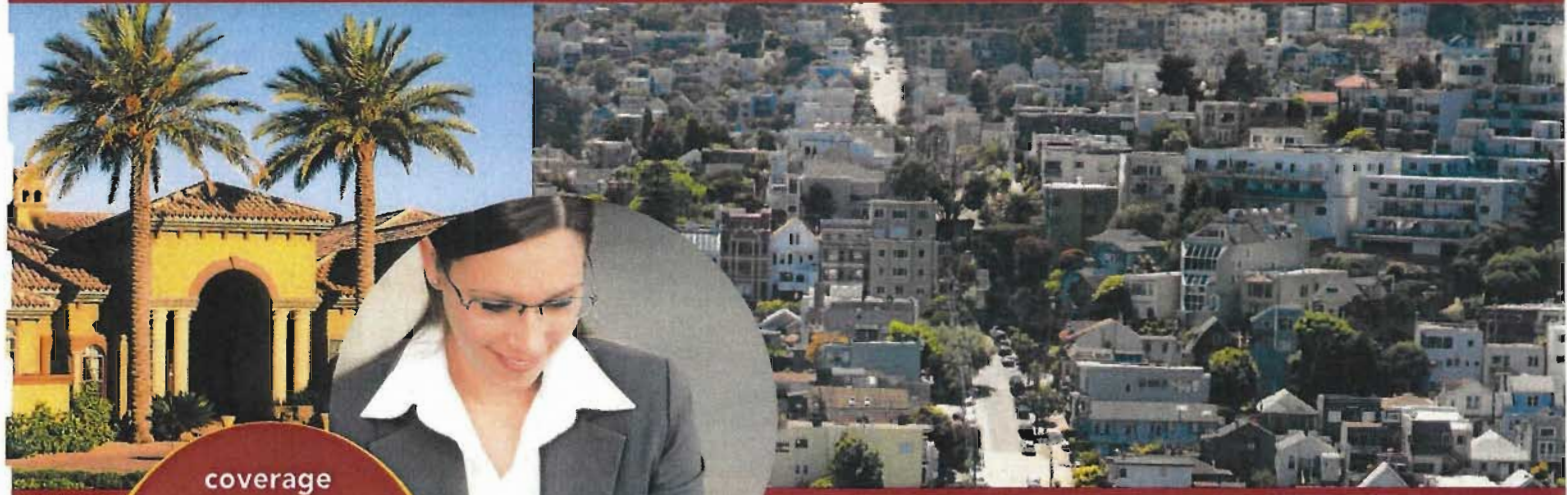


**NEW!**

Affordable Home Warranty Plans from First American Home Warranty Corp.

# designed for Property & Portfolio Managers

Pricing and coverage for Florida.



coverage  
and specialized  
services tailored  
to portfolio  
management  
needs



First American  
Home Warranty Corp.

**First American. Your Home Warranty Solution.**

# Affordable Home Warranty Plans from First American Home Warranty Corp. designed for PROPERTY & PORTFOLIO MANAGERS

\* Basic Plan plus washer/dryer, Refrigerator + First Class upgrade

## Basic Plan

Coverage is for 1 year; pricing is for homes under 5,000 sq. ft. Prices are per unit.

### Service Call Fee \$60

**Single Family Home** (under 5,000 sq. ft.)

~~\$276 Annual Cost~~ / ~~\$23 month~~ \$468 / \$39 month - Joan's umbrella \*

**Condo, Townhome, Mobile Home** (under 5,000 sq. ft.)

~~\$252 Annual Cost~~ / ~~\$21 month~~ \$444 / \$37 month - Joan's umbrella \*

Call for quotes on homes 5,000 sq. ft. and over.

Contact our Portfolio Management Support Team toll free at 855.851.3454 for a sample contract, coverage details, terms and limitations.

## First Class Upgrade Option

This option offers the additional coverage listed below and is only available when the First Class Upgrade option is purchased with the Basic Plan.

Coverage included with Basic Plan when First Class Upgrade option is purchased:

\*Optional coverage items that must be purchased for First Class Upgrade to apply

- Built-in Microwave Oven: Interior lining, door glass, clocks and racks
- Trash Compactor: Removable buckets
- Smoke Detectors: All parts and components of battery operated and hard wired smoke detectors
- Dishwasher: Racks, baskets and rollers
- Oven/Range/Cooktop: Rotisseries, racks, handles, knobs, dials and interior lining
- Improper Installs and Mismatched Systems
- Local Building Permits: \$250 per occurrence
- Code Violations: \$250 in the aggregate
- Refrigerator Disposal, Recapture and Reclaim if required
- Haul Away when replacing systems and appliances
- Air Conditioning\*: Filters, registers, grills, window units (when A/C option is purchased)
- Clothes Washer and Dryer\*: Knobs, dials
- Heating: Registers, grills, filters, heat lamps
- Plumbing: Faucets (replaced with chrome builder's standard), shower head and shower arm, hose bibbs, toilets (replaced with like quality up to \$600 per occurrence)
- Garage Door Openers: Hinges, springs, remote transmitters
- The Company will cover fees associated with the use of cranes or other lifting equipment required to service roof-top air conditioning (when A/C option is purchased) and heating units
- Ductwork: Registers and grills

Single Family - Joan's umbrella - \$468<sup>00</sup>  
Townhouse/Condo - Joan's umbrella - \$444<sup>00</sup>

## Covered Systems and Appliances

* Plumbing	✓
Plumbing Stoppages	✓
Water Heater	✓
Electrical	✓
Heating	✓
Ductwork	✓
Oven, Range, Cooktop	✓
Dishwasher	✓
Garbage Disposal	✓
Microwave Oven (Built-in only)	✓
Trash Compactor	✓
Instant Hot Water Dispenser	✓
Central Vacuum Systems	✓
Attic and Exhaust Fans	✓
Ceiling Fans	✓
Garage Door Opener	✓

## Optional Coverage Available Annual Cost

* → Central Air Conditioning - if gas heat	\$84
Pool/Spa Equipment (Includes Salt Water Pool)	\$180
→ Clothes Washer and Dryer	\$84
→ Kitchen Refrigerator (Built-in or Freestanding)	\$48
Additional Refrigeration (Up to 4 units)	\$36
→ First Class Upgrade	\$96

} \$120<sup>00</sup>

Pricing and coverage is for Florida. Please call for quotes in other areas.

Application required for Services. Program requires ten (10) or more contracts purchased over the course of twelve (12) consecutive months.

First American Home Warranty Corp. makes no express or implied warranty respecting the information presented and assumes no responsibility for errors or omissions. First American, eagle logo and firstam.com are registered trademarks or trademarks of First American Financial Corporation and/or its affiliates.



Monthly  
Payment  
Options  
Available



First American  
Home Warranty Corp.

Easy.  
Affordable.  
Flexible.

Our new Portfolio Management home warranty, and the specialized services included, are tailored to your needs. We researched the needs of property and portfolio managers around the country to develop this program.

## Features & Benefits

**Concierge Level Service** High level of communication and personal service including a toll free number dedicated to Property and Portfolio Management clients

**Tracking Reports** Timely reports show you and your clients the activity on each covered property

**Flexible Billing Process** Service fees can be billed to the appropriate party, simplifying the process

**Streamlined Claims Process** The support team will assist you in determining claims status and other inquiries

**Prescreened Service Contractors** Eliminate the hassle of finding quality, licensed contractors and technicians for repairs and replacement of covered systems and appliances

**Budget Protection** Protect your client's budget against unexpected costly repairs of their covered home systems and appliances

**Easy Monthly Payments** Enjoy the flexibility of low monthly payments when billed to a credit card

First American  
provides protection  
for covered  
systems and appliances  
in homes across  
the country.



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LIMITS OF LIABILITY

- Common areas and facilities of mobile home parks and condominiums are not covered. If dwelling is 5 units or more, common systems and appliances not located within the confines of each individual unit are excluded.
- Repairs or replacements required as a result of missing parts, fire, flood, smoke, lightning, freeze, earthquake, theft, storms, accidents, mud, war, riots, vandalism, acts of God, damage from pests, lack of capacity or misuse are not covered by this contract. Company's liability is limited to failure of systems or appliances due to normal wear and tear. Cosmetic defects are not covered.
- Company is not liable or responsible for consequential, incidental and/or secondary damage or loss resulting from the malfunctioning of any covered item, or a Service Contractor's delay or neglect in providing, or failing to provide, repair or replacement of a covered item, including, but not limited to, personal and/or property damage, food spoilage, additional living expenses, utility bills or loss of income.
- Solar systems and components including holding tanks are not covered. Electronic, computerized, pneumatic and manual system management and zone controllers are not covered.
- The Company will pay up to \$250 in the aggregate under this contract to correct code violations when erecting approved repairs or replacements. The Company may, at its option, pay the contract holder in lieu of performing the work. The Company will not be responsible for any other corrections, repairs, replacements, upgrades, inspections or other additional costs to comply with federal, state or local laws, utility regulations, zoning or building codes. The Company will not be responsible to pay any costs relating to construction, carpentry, or relocation of equipment. The Company will not be responsible for gaining or closing a business to accept the work. In the event of a business closure, the Company will not be responsible for the installation or modifications made necessary by existing equipment. The Company will not be responsible for the installation of different equipment except where noted in the Contract. Conditioned section of this contract. The Company will not alter structure to effect repair or replacement, nor refinish or replace cabinets, countertops, tile, paint, wall or floor coverings of the like.
- The Company will not effect service involving hazardous or toxic materials, including asbestos or any other contaminants. The Company is not responsible for any claim arising out of any pathogenic organisms regardless of any event or cause that contributed in any sequence to damage or injury. Pathogenic organisms mean any bacteria, yeasts, mildew, virus, fungi, mold, or their spores, mycotoxins or other metabolic products.
- This contract covers only single family residential-use property, under 5,000 square feet, unless amended by the Company. Homes over 5,000 square feet, multiple units, mother-in-law units, guest houses and other structures are covered if the appropriate fee is paid. This coverage is for owned or rented residential property, not for commercial property or premises converted into a business, including but not limited to, nursing/care homes, fraternity/sorority houses or day care centers.
- The Company will determine whether a covered system or appliance will be repaired or replaced. When replacing any appliance, the Company will not consider any failures that do not contribute to the appliance's primary function including, without limitation, TVs or radios in the kitchen refrigerator. The Company will replace with equipment of similar features, efficiency and capacity but is not responsible for matching brand, dimensions or color. The Company reserves the right to have a component or part rebuilt or replaced with a rebuilt component or part.
- The Company reserves the right to require a second opinion at no additional charge to the customer.
- The Company is not responsible for repairs arising from manufacturer's recall of covered items, manufacturer's defects or for items covered under an existing manufacturer's, distributor's or in-home warranty. The covered items must be domestic or commercial grade and specified by the manufacturer for residential use.
- The Company is not responsible for repair or replacement of any

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system or appliance or component or part thereof that has previously or is subsequently determined to be defective by the Consumer Product Safety Commission or the manufacturer, and for which either safety has issued, or issues a warning or recall, or when a failure is caused by manufacturer's improper design, use of improper materials, formula, manufacturing process or manufacturing defect.

- The Company will not perform routine maintenance. The contract holder is responsible for cleaning and routine maintenance as specified by the manufacturer of the equipment.
- Where local building permits are required prior to commencing replacement of appliances, systems or components, the Company will pay up to \$250 per occurrence for such local building permits. The Company will not be responsible for replacement service when permits cannot be obtained.
- The Company will repair or replace a system or appliance that was improperly installed, modified or repaired, or was not properly matched in size or efficiency at any time prior to or during the term of this contract provided the system is not undersized relative to the square footage of area being cooled or heated. In the event that a covered mismatched system or improper installation, modification or repair is in violation of a code requirement, Limit of Liability #6 applies.

CUSTOMER SERVICE

- Telephone service is available at all times. Call us to describe the problem. When your coverage is confirmed, First American will dispatch your call to a qualified contractor. The contractor will call you to schedule a mutually convenient appointment time; additional efforts are made in emergency situations. If you should request the Company to perform non-emergency service outside of additional fees, you will be responsible for payment of additional fees. The 80 service call fees for each separate trade call. Trade call means each visit by an approved contractor, unless multiple visits are required to remedy the same problem. The Company warrants its work for 30 days if the item fails outside this time period, an additional service fee will be charged. Failure to pay the service call fee may delay processing of future claims. Homeowner and Company may agree on payment of cash in lieu of repair or replacement. Payment will be made based on Company's negotiated rates with its suppliers, which may be less than retail.
- Sometimes there are problems, and delays in securing parts or equipment. When the items are secured, they will be installed promptly without any further service charge.
- The Company will pay costs related to refrigerator, recapture, reclaim and disposal (if required) and the removal of an appliance, system or component when the Company is replacing a covered appliance, system or component.

TRANSFER OF CONTRACT

If your covered property is sold during the term of this contract, you have the right to assign this contract provided that you notify First American of the change in ownership and submit the name of the new owner by phoning (855) 851-3454 in order to transfer coverage to the new owner.

CANCELLATION

A home service contract is noncancelable by the Company during the initial term for which it was issued, except for any of the following reasons: (i) Nonpayment of contract fees; (ii) The subscriber's fraud or misrepresentations of facts material to the issuance of the contract. If this contract is cancelled by the Company for any reason other than those listed above, the provider of funds will be entitled to a refund of one hundred percent (100%) of the unearned pro rata premium, less all service costs incurred by the Company.

This contract provides for a 30-day review period for the first one-year term of coverage and may be cancelled up to the 30<sup>th</sup> day from the effective date in the first one-year term for a full refund provided no claims have been made. If a claim has been made on a contract cancelled during the 30-day review period, the provider of funds will be entitled to a full refund of the gross premium paid, less an administrative fee not to exceed five percent (5%) of the gross premium paid and all service costs incurred by the Company. If this

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contract is cancelled after the 30-day review period in the first one-year term of coverage, the provider of funds will be entitled to a refund of ninety percent (90%) of the unearned pro rata premium, less all service costs incurred by the Company. After the first one year term, if the contract is cancelled by the contract holder within ten (10) days of purchase, the provider of funds will be entitled to a full refund of the gross premium paid, less an administrative fee not to exceed five percent (5%) of the gross premium paid and all service costs incurred by the Company. If the contract is cancelled by the contract holder after ten (10) days of purchase, the provider of funds will be entitled to a refund of ninety percent (90%) of the unearned pro rata premium, less all service costs incurred by the Company.

DUTIES OF THE CONTRACT HOLDER

The contract holder is responsible for the following: (i) Protecting appliances/systems from further damage should a failure occur; (ii) Reporting claims promptly to First American on the toll free number given in this contract; (iii) Installing all appliances/systems in accordance with the manufacturer's specifications and (iv) Maintaining all appliances/systems in accordance with the manufacturer's specifications, including performing normal, routine maintenance.

MISCELLANEOUS

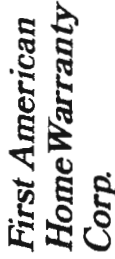
The rate charged for this contract is not subject to regulation by the Florida Office of Insurance Regulation.

ARBITRATION

All disputes and claims arising out of or relating to Plan must be resolved by binding arbitration. This agreement to arbitrate includes, but is not limited to, all disputes and claims between Company and the Homeowner, Company and the Seller, and claims that arose prior to purchase of the Plan. This agreement to arbitrate applies to Company, Homeowner and Seller, and their respective parent and subsidiary companies, affiliates, agents, spouses, employees, predecessors and successors in interest, assigns, heirs, agents, and children.

The arbitration must take place on an individual basis, and Company, the Homeowner and the Seller agree that they are waiving any right to a jury trial and to bring or participate in a class, representative, or private attorney general action, and further agree that the arbitrator lacks the power to consider claims for injunctive or declaratory relief, or to grant relief affecting anyone other than the individual claimant.

The arbitration is governed by the Commercial Arbitration Rules and the Supplemental Procedures for Consumer Related Disputes (the "AAA Rules") of the American Arbitration Association ("AAA"), as modified by this Agreement, and will be administered by the AAA. Company will pay all AAA filing, administration and arbitrator fees for any arbitration it initiates and for any arbitration initiated by another party for which the value of the claims is \$75,000 or less, unless an arbitrator determines that the claims have been brought in bad faith or for an improper purpose, in which case the payment of AAA fees will be governed by the AAA Rules.



Contract Number:

Effective Date:

Contract Holder:

Covered Address:

Options Ordered:

Ordering Sales Rep: JOHN DOE  
Cost of Contract: \$xxx.xx

Certain items and events are not covered by this contract. For specific details on exclusions, restrictions or limitations, please refer to the Not Covered section of each trade, the Limits of Liability and the Customer Service sections of this contract.



First American Home Warranty Corp.

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