WHAT IS A HOME PROTECTION PLAN?

A home protection plan is simple. It’s a one-year service contract that covers the repair or replacement of home system components and appliances that typically break down over time.

Home protection plans should be considered for single family homes, new construction homes, condos, vacation homes, townhouses, foreclosure properties and multi-unit properties such as duplex/triplex/fourplex. Other than new construction, which covers years two through five, home protection plans last one year, starting at the date of closing.
WE ARE COMMITTED TO PROTECTING WHAT MATTERS

At American Home Shield®, we know there’s a lot more to life than simply taking care of your home. That’s why we offer home protection plans that take the worry out of the situation when your home systems or appliances break down and need a repair or replacement.

Making things easy on you
It’s not just about cost relief. True, a home protection plan can help make covered repairs or replacements more manageable. But if the item is covered in your plan, American Home Shield is here to help. We are here 24/7 to take your service call and make the entire process simple—start to finish.

Life happens
And when it happens to major covered home system components and appliances, you can relax. Being covered by American Home Shield means that when breakdowns happen to a covered item, you don’t have to fret about unexpected costs and repair hassles.

Will I ever use it?
Look at it this way. The average AHS® customer makes two service calls a year. On one hand, there are no guarantees that you will use your plan. On the other hand, there is no limit to the number of service calls you can make. This way, when life really happens to covered items, we’re there for you every step of the way.

Why us?
As the industry leader, AHS has a solid reputation for reliability and follow through. We also have a nationwide network of approved, independently insured service contractors to handle your covered repair or replacement efficiently. Helping protect major home system components and appliances is not just our core business—we founded the industry.

What’s covered?
Coverage depends on the home protection plan you purchase. In general, your home protection plan covers the repair or replacement of many of the most frequently occurring breakdowns of home system components and appliances. AHS may also help cover unexpected costs related to rust, corrosion and lack of maintenance.

“Reps are very knowledgeable and seemed very concerned that you have a problem and ready to help you. They really seem to care.”
—Senora Simpson
AHS Customer
An AHS® Home Protection Plan is a simple and affordable way to help provide reassurance in a real estate transaction—and in everyday life.

**For homeowners and buyers, an American Home Shield Home Protection Plan can:**

- Help provide relief from unexpected, covered breakdown hassles
- Bring an expedited repair process on covered items
- Give access to the American Home Shield network of qualified contractors
- Make requesting service easy either online or over the phone—24 hours a day, 365 days a year

**For sellers, an American Home Shield Home Protection Plan can:**

- Add value to listings and may help homes sell faster
- Improve marketability of homes
- Distinguish listings from others on the market
- Boost buyer confidence
- Help protect the covered system components and appliances while it is on the market
- Help remove worry about costly, covered repairs

“Our air conditioner started to fail. It could have been a major expense but with AHS, it turned out to be very easy and reasonable to fix.”

— Steve Barton
AHS Customer
Here’s how it works

1. When a covered item breaks down, call our 24/7 customer service line toll-free at 1800 776 4663 or visit ahs.com to initiate a service request. You will pay a Trade Service Call Fee. This is a fee paid per service trade—plumber, electrician, etc.

2. AHS® will assign a service contractor to handle your covered request. If you prefer, we can send email notifications on the progress of your service call.

3. A service contractor will schedule a time during normal business hours to diagnose and repair your covered item.

4. Relax. The service contractor will then diagnose and repair your covered item. AHS may follow up with you by phone or email to hear about your experience. Again, service requests are unlimited during your contract term.

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*As reported in the nationwide survey, A Study of Homeowners’ Appliance and Home System Service Experiences conducted for American Home Shield by Decision Analyst (2011). Further reproduction is expressly prohibited.*
HOME PROTECTION PLAN
FREQUENTLY ASKED QUESTIONS

How do I know my service contractor is qualified?
The approved and independently insured contractors in our network are monitored and graded on their performance through our Customer Satisfaction Survey Program.

Is the AHS® Home Protection Plan renewable?
Yes, you can renew your AHS coverage (at the option of AHS). We will notify you in advance of the expiration date, and will offer a variety of convenient payment plans.

What if I have an appliance that just can’t be fixed?
If AHS determines your covered home system component or appliance can’t be repaired by a service contractor, it will be replaced.*

My home systems and appliances are old. Does that matter to AHS?
No. The age of a home or its system components and appliances is not important to AHS. The covered items must be in good working condition and properly maintained at the time coverage is purchased.*

Does AHS need to inspect my home systems and appliances before I purchase?
No. A home inspection is not necessary in order to purchase an AHS Home Protection Plan.*

Is there a limit to the number of repairs AHS covers?
American Home Shield allows an unlimited number of covered repairs during your contract term.

What out-of-pocket expenses will I have?
For each service request, you will pay a Trade Service Call Fee to each contractor of a different trade (plumber, electrician, etc.) who visits your home to diagnose a problem or perform service. There may be additional costs associated with the repair or replacement of covered items. Details will be included in your contract.

What is a Trade Service Call Fee?
A Trade Service Call Fee is the amount due when a contractor visits your home. With AHS coverage, when a service contractor is called, upon arrival you’ll pay a Trade Service Call Fee for each service contractor of a different trade (plumber, electrician, etc.) who visits your home to diagnose a problem or to perform service. Keep in mind that there may be additional costs associated with the repair or replacement of covered items. Please review the contract for details.*
**FOR MORE INFORMATION ABOUT OUR PLANS**

Visit  
www.ahs.com

**ALREADY INVOLVED IN A REAL ESTATE TRANSACTION?**

Visit  
www.ahshome.com

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*I have an AHS plan for peace of mind. I travel a lot and if something breaks, my wife has someone who she can call that we trust.*

— Raj Ganta  
New AHS Customer

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*Your AHS Home Protection Plan covers the repair or replacement of many system and appliance breakdowns, but not necessarily the entire system or appliance. To receive a copy of the contract that details specific coverages, exclusions and limitations, please call AHS at 1-800-776-4663. Covers single-family homes under 5,000 sq. ft. The Trade Service Call Fee applies to the initial visit by a contractor for each covered trade. This initial fee covers any additional contractor visits required for the same breakdown within 30 days of the original service date. Additional charges may apply for some repairs and replacements. AHS may provide cash back in lieu of repair or replacement in the amount of AHS’ actual cost to repair or replace such item, which in most cases may be less than actual retail pricing. System components and appliances 1) will be replaced with units having comparable features, not necessarily the same dimension, color, and/or brand; 2) must be in good working condition on the effective date of the contract; 3) designated by the manufacturer as commercial are not covered. Improper maintenance of any covered system component or appliance may result in denial of coverage for lack of maintenance. Refer to contract for state-specific cancellation provisions. Offer valid for new AHS customers only. Not valid in conjunction with a real estate transaction or current AHS contract renewal. Limited-time offer.*

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