

**Payment Options**

1) Please automatically charge my checking or savings account (please circle one) each month for my payment.  
 Please charge my account on the 1st 5th 10th 15th 20th or 25th day of the month (please circle one).  
 (Please attach a voided check, or complete the information below.)

Bank Routing Number \_\_\_\_\_, Account Number \_\_\_\_\_  
 (9 digits at the bottom of your check)

2) Please charge my MasterCard, VISA, or Discover card (please circle one)  
 Please charge my card monthly quarterly semi-annually annually (please circle one)

My credit card number is \_\_\_\_\_ with an expiration date of \_\_\_\_/\_\_\_\_.

3) Please find a check for 12 months enclosed.

4) Please send me a bill each month. An additional \$2/month fee will be added to my bill for this option.

For Payment Options 1 & 2 - I have asked Complete Protection to charge my checking, savings, or credit card directly each month for my payment. I am in complete control of this option and I can have Complete Protection stop charging my checking, savings, or credit card by simply calling them to discontinue this option. I give Complete Protection the right to make correcting entries to my account in case of their error. Charges billed and collected will be for the following month (September's charges are paying for service in October).

Customer signature \_\_\_\_\_ Date \_\_\_\_\_

Please complete the voluntary survey below so we may learn more about our customers. Any information shared with Complete Protection is kept confidential.

**Optional Information**

I live in a \_\_\_\_\_ House \_\_\_\_\_ Condo \_\_\_\_\_ Mobile Home \_\_\_\_\_ Other, which is a \_\_\_\_\_

I own or rent (circle one) my residence. I was born in the year \_\_\_\_\_.

I heard about this program through a

Friend, name \_\_\_\_\_ Direct Mail Piece \_\_\_\_\_  
 Servicer, name \_\_\_\_\_ Internet Site \_\_\_\_\_  
 Realtor, name \_\_\_\_\_ Other, specify \_\_\_\_\_  
 Home Inspector, name \_\_\_\_\_

Enrollment Form Tear Here

**Common Questions**

**When does Complete Protection begin to protect my appliances?**

Your account becomes active upon enrollment. There is a 30-day wait for any repair or preventive maintenance. The 30-day waiting period begins on the date of enrollment.

**What do I do when I need a repair?**

When you need a repair, first call Complete Protection at 1.800.978.2022. You will be given an authorization number for your repair and the phone number of a service company in your area (where applicable).

**Who will do the work when I need a repair?**

You have two options. First, in most cases, Complete Protection will have a servicer network in your area, and can refer you to a qualified company to do the work. If Complete Protection does not have a servicer network in your area, or if you already know of a servicer in your area you would like to use, Complete Protection will allow you to work with any licensed professional to get the repair done on your appliance in a timely manner.

**Does Complete Protection pay for emergency overtime charges?**

Complete Protection will authorize and pay overtime charges for furnace repairs when there is a risk of the water lines freezing. Any time a customer desires expedited service and is willing to pay the overtime portion of a bill, Complete Protection will pay the other normal labor and part charges.

**What is the preventive maintenance check?**

Complete Protection provides a preventive maintenance service call on your heating and cooling system once every other year. Routine maintenance helps ensure the proper operation of these vital systems. Your heating and cooling system must be protected with Complete Protection to receive this service.

**Who determines if my appliance is repairable or whether it needs to be replaced?**

Complete Protection, after consulting with the servicer making the service call and/or reviewing the claims history of the unit, will determine if the appliance is worth repairing. If a determination is made that the appliance should be replaced, Complete Protection will reimburse you, based on the schedule below, for the purchase and installation of the new appliance of your choice. Complete Protection does not provide for full replacement.

**Reimbursement Schedule toward a new appliance.**

A/C – Inside Coil .....	\$350
A/C – Outside Unit .....	\$500
Attic Fan .....	\$150
Dishwasher .....	\$250
Dryer .....	\$250
Furnace/Air Handler .....	\$500
Microwave .....	\$250
Packaged Unit .....	\$850
Pool Heater .....	\$500
Pool Pump .....	\$500
Range .....	\$250
Refrigerator .....	\$400
Thermostat .....	\$150
Washer .....	\$250
Water Heater .....	\$250
Well Holding Tank .....	\$250
Well Pump .....	\$350

For reimbursement amounts for other protected appliances, please call 1.800.978.2022.

There is more information at [www.completehomewarranty.com](http://www.completehomewarranty.com) or you may call us toll free at 1.800.978.2022.

Complete Protection is a product offering of Complete Appliance Protection, Inc., located in Liberty, MO.



**Protection**

FOR THE IMPORTANT THINGS IN YOUR HOME



An easy way to budget for the repair, maintenance and replacement of your major household appliances.



- Air Conditioner
- Dishwasher
- Furnace
- Washer
- Dryer
- Range
- Refrigerator
- Water Heater



**1.800.978.2022**

# Sign up for Complete Protection, and you won't have to worry about the cost of appliance repair or maintenance again.

For one low monthly fee Complete Protection will repair and maintain your appliances, regardless of their age. Complete Protection pays the full cost of any repair or maintenance; there is no deductible. If it is determined your appliance is not worth repairing, or if the repair cannot be made, Complete Protection will help you with the purchase of a new appliance. Please see the reimbursement allowance toward a new appliance on the back of this brochure.

If you already have a servicer you know and trust, you are welcome to continue using that servicer to work on your appliances. If not, Complete Protection typically has more than one servicer to refer you to in your area.

## Questions to ask yourself:

How old are your appliances? Can you afford an unexpected repair bill? Can you afford to replace an appliance that cannot be fixed? Having Complete Protection gives you peace of mind and an easy way to budget for these unexpected costs.

Complete Protection is a product offering of Complete Appliance Protection, Inc., which is a member of the Better Business Bureau (BBB). Please feel free to call or go online with the BBB and check us out.

## What makes Complete Protection the best?

- No deductible
- No exclusions for age, pre-existing conditions, rust or lack of maintenance
- Every part inside the appliance is protected
- Phones are answered by a live person 24 hours a day, 7 days a week.
- Free preventive maintenance check on your heating and cooling system once every other year.

## What are the different plans?

### Kitchen/Laundry - \$32/month

Provides protection for one dishwasher, oven, cook top, refrigerator, washer and dryer.

### Full House - \$50/month

Provides the same protection as the Kitchen/ Laundry package, but adds a furnace, air conditioner and water heater.

### Full House Plus - \$60/month

Provides the same protection as the Full House package, but adds in protection for the electrical wiring and inbound water pipes in your home. This benefit is limited to \$1,000 of electrical or inbound water pipes protection in a 12 month period.

## How do I enroll?

**Step 1** Complete the enrollment form to the right. The enrollment form continues on the back page; please fill out both sides.

Be sure to select the plan and payment option you want.

**Step 2** Detach the enrollment form from this brochure.

**Step 3** Make a check payable to: Complete Protection for the first month's payment.

**Step 4** Mail enrollment form and first month's payment to:

**Complete Protection**  
Attn: New Enrollments  
1532 NE 96th Street, Suite A  
Liberty, MO 64068-1348

or

You may also enroll or get additional information by calling toll-free **1.800.978.2022** or visit our website

[www.completehomewarranty.com](http://www.completehomewarranty.com)

Enrollment Form Tear Here

Enrollment Form Tear Here

## Physical Address of Protected Appliances

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Phone ( ) \_\_\_\_\_  
Email \_\_\_\_\_

## Physical Address of Protected Appliances

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Phone ( ) \_\_\_\_\_  
Email \_\_\_\_\_

Please enroll me in the package(s) checked below.

## Homeowners - each of these plans protects (1) of each listed appliance

**Full House Plus - \$60/month\***  
Protects the washer, dryer, cook top, oven, dishwasher, refrigerator, furnace, air conditioner, water heater, electrical wiring and inbound water pipes.

**Full House - \$50/month\***  
Protects the washer, dryer, cook top, oven, dishwasher, refrigerator, furnace, air conditioner, water heater.

**Kitchen/Laundry - \$32/month\***  
Protects the washer, dryer, cook top, oven, dishwasher, refrigerator.

If you have additional appliances you would like to add on to one of the base plans listed above, please indicate below what additional or secondary appliances you want to protect. Please indicate the number (1, 2, ...) of additional units in the box in front of the appliance.

**Oven - \$4/month\***

**Refrigerator, Freezer or Wine Cooler - \$6/month\***

**Microwave - \$4/month\***

**Trash Compactor - \$4/month\***

**High-End Appliances - \$28/month\***

**Furnace and A/C - \$28/month\***

**Furnace - \$18/month\***

**Boiler - \$26/month\***

**Water Heater - \$4/month\***

**Attic Fan - \$4/month\***

**Well Pump / Tank - \$8/month\***

**Septic Tank / Lateral Lines - \$20/month\***

**Pool Pump - \$12/month\***

**Pool Heater - \$12/month\***

\*Plus any applicable state tax. Prices effective July 1, 2011 and subject to change.