

Home Protection

A 12-MONTH PROGRAM



Home Protection Plan



Discover how the plan can protect you from taking over someone else's problem.

Major Appliances

Heating and Cooling

Water Heater

Well and Septic

Pool

Move in with Confidence

Even if you have had a home inspection, no one can predict when your major appliances will have a problem. The older the house, the greater the likelihood something may go wrong. That's why a home warranty is important for your peace of mind. With the cost and stress of moving into a new house, the last thing you need is an unexpected repair bill or having to replace a major household appliance.

A CP Home Protection Plan Provides You with...

Savings

Complete Protection (CP) pays 100% of the repair costs (parts and labor); there is no deductible for you to pay when a servicer comes out.

Convenience

CP typically has more than one servicer to choose from in its network of local professionals. CP also has a customer service department that is staffed 24 hours a day, 365 days a year.

Security

CP protects any part that is inside the sheet-metal skin of your appliances. In other words, all parts are protected. There are no exclusions for pre-existing conditions, rust or lack of maintenance. If a repair is not justified, CP will help you toward the purchase of a new replacement appliance. Please see the reimbursement schedule located on the back of this brochure.

Optional Wiring, Inbound Water and Septic Protection

For an additional fee, CP will provide protection for your inbound water pipes, electrical wiring, septic tank and lateral lines. This protection pays for the first \$1,000 of any repair on each of these systems in a 12 month period. The inbound water pipes and electrical option protects from the street or alley until it reaches the appliance of final use. Items like the faucet, toilet, humidifier or ceiling fans are considered appliances of final use and are not protected. Any pipes dealing with the discharge of the water after it has been used is not protected. Any interim appliance located within the piping, such as a pump or water conditioner, is also not protected.

Enrollment

The enrollment form is to the right and your real estate agent can help you complete it. If you have any questions, your agent will help you get the answers you need, or give CP a call at 800.889.3419.

You will receive a welcome packet in the mail after payment has been received. The welcome packet will contain a letter from CP confirming the receipt of the application, the date the protection starts, an agreement which further defines the terms and conditions of the protection, and a refrigerator magnet that has the toll-free number to call for service or questions.

ENROLLMENT FORM

BUYER DATA

Physical Address of Buyer's New Home

Name _____

Address _____

City _____ State _____ Zip _____

Phone Number _____

Buyer's New Mailing Address

(if different from the physical address above, i.e. PO Box)

Address _____

City _____ State _____ Zip _____

CLOSING INFORMATION

Company _____ File # _____

Phone Number _____

Fax Number _____

Escrow Officer _____

Closing Date _____
(This is the date your protection starts.)

AGENT DATA - OPTIONAL

Sales Associate Name _____

Office Name _____

Branch Office Phone Number _____

PROTECTION

I acknowledge having been offered the CP Home Protection Plan and hereby decline protection.

Signature _____

Date _____



BASIC BUILT-INS, one of each

- Central Forced Air Heating and Cooling System
- Water Heater
- Dishwasher
- Cook Top 1 Year
- Oven \$400

OPTIONAL APPLIANCE PROTECTION

- | | |
|--------------------------------------|--------------------------------|
| | 1 Year |
| Refrigerator, Freezer or Wine Cooler | <input type="checkbox"/> \$72 |
| Washer and Dryer | <input type="checkbox"/> \$120 |
| Additional Oven | <input type="checkbox"/> \$48 |
| High-End Appliances | <input type="checkbox"/> \$336 |
| Well Pump/Tank | <input type="checkbox"/> \$96 |
| Microwave | <input type="checkbox"/> \$48 |
| Trash Compactor | <input type="checkbox"/> \$48 |
| Additional Heating/Cooling System | <input type="checkbox"/> \$276 |
| Second Water Heater | <input type="checkbox"/> \$48 |
| Boiler Heat | <input type="checkbox"/> \$312 |
| Pool Pump | <input type="checkbox"/> \$144 |
| Pool Heater | <input type="checkbox"/> \$144 |
| Attic Fan | <input type="checkbox"/> \$48 |
| Dishwasher | <input type="checkbox"/> \$72 |
| Septic Tank / Lateral Lines | <input type="checkbox"/> \$240 |

For a complete list of our plans and options, please visit our website, www.completehomewarranty.com.

FEES

Basic Built-ins*	+ \$ _____
Optional Appliance Protection*	+ \$ _____
Subtotal	= \$ _____
Sales Tax (AR, CT, KS, NE)	+ \$ _____
Total Fees Due at Closing	= \$ _____

*Basic built-ins and options must be for the same time frame.

PAYMENT (complete if warranty is not to be paid through closing)

- | | |
|--|---|
| <input type="checkbox"/> Check enclosed | <input type="checkbox"/> Visa |
| <input type="checkbox"/> Make check payable to Complete Appliance Protection, Inc.
1532 NE 96th Street, Suite A
Liberty, MO 64068-1348 | <input type="checkbox"/> MasterCard |
| | <input type="checkbox"/> American Express |
| | <input type="checkbox"/> Discover |

Card Number _____

Cardholder Name _____

Cardholder Billing Address _____

Expiration Date _____ Security Code _____

Signature _____

PAYMENT: The enrollment form and payment must be sent on or before the day of closing.



TEAR OFF ENROLLMENT FORM ALONG PERFORATION HERE

Common Questions

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

Complete Protection (CP), 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, CP will reimburse you, based on the schedule below, for the purchase and installation of the new appliance of your choice.

Reimbursement Schedule toward a new appliance - not full replacement.

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
Well Pump	\$350
Washer	\$250
Water Heater	\$250
Well Holding Tank	\$250

Am I required to purchase this CP Home Protection Plan to obtain financing?

No, the purchase of the CP Home Protection Plan is solely the decision of the buyer or seller of the house.

When does the Buyer's protection start?

The Buyer's enrollment form and payment must be sent on or before the day of closing. The Buyer's protection starts as soon as closing has occurred and the payment has been received.

Does CP 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.

If my refrigerator goes out and the food spoils, is that also protected?

Complete Protection pays 100% of the parts and labor to get the refrigerator back in working order. Any secondary damage to food, or water on the floor, is not part of this program.

How do I submit my enrollment form?

The easiest way is to provide a copy of this brochure to whomever is doing the closing, usually a title company. Then on the day of closing, the title company will make payment and notify us of your enrollment. You may also submit your enrollment by:

- 1) Phone: **800.889.3419**
- 2) Fax: **800.889.1486**
- 3) Mail: Complete Appliance Protection, Inc.
Attn: Enrollments
1532 NE 96th Street, Suite A
Liberty, MO 64068-1348

www.completehomewarranty.com • www.completehomewarranty.ca.

Complete Appliance Protection, Inc. • 1532 NE 96th Street, Suite A • Liberty, MO 64068-1348
Canada at 1801 - 1 Yonge Street • Toronto, Ontario M5E 1W7

