

R8

**To Be Opened By Addressee**



Response Requested



R8

<<MR. SAMPLE A SAMPLE\_XX>>
<<MAIL\_ADDRESS1\_XXXXXXX>>
<<MAIL\_ADDRESS2\_XXXXXXX>>
<<MAIL\_CITY\_XX, ST ZIP>>



Table with 2 columns: Field (Date, Response Requested) and Value (<<X/X/XX>>, Within 30 Days)

Information Regarding Your Exterior Water Line

Dear <<Sample A. Sample>>,

Many homeowners are not aware that repairs to the exterior water line that runs on their property are the responsibility of the homeowner. Your property at <<Serv\_Address1\_XXXXXXX>> is not covered with Exterior Water Service Line Coverage from Service Line Warranties of America (SLWA).

This water line buried underground is subjected to changing soil conditions, ground shifting and corrosion, which may cause a sudden breakdown, leaving you responsible for the cost of repair or replacement. Replacement of this line can be expensive—costing you thousands of dollars in unforeseen expenses—which may burden finances.

The City of Duncan has partnered with SLWA to offer its eligible homeowners protection for repairs to their water or well line. This program provides repair coverage for your water line with no deductible and a 24-hour hotline available 365 days a year.

This protection is available for eligible Duncan homeowners.

Benefit Amount: Up to \$8,500 per service call with multiple service calls annually for covered repairs
30-day wait period includes a money-back guarantee

Monthly Rate: \$5.33

Property Address: <<Serv\_Address1\_XXXXXXX>>
<<Serv\_Address2\_XXXXXXX>>

City: <<Serv\_City>>

Important

Take action to help protect your exterior water line. Complete and return the attached form or call 1-844-257-8795 to accept this optional coverage. This program is managed by SLWA, and no public funds were used for the mailing of this letter. For fastest processing, please visit www.slwofa.com.

Please respond before <<Month x, xxxx>>.

Utility Service Partners Private Label, Inc., known as Service Line Warranties of America ("SLWA"), with corporate offices located at 4000 Town Center Boulevard, Suite 400, Canonsburg, PA 15317, is an independent company separate from your local utility or community and offers this optional service plan as an authorized representative of the service contract provider, North American Warranty, Inc., 175 West Jackson Blvd., Chicago, IL 60604. Your choice of whether to participate in this service plan will not affect any service you have with your local utility or community.

ACCEPTANCE FORM

<<Mailcode-xxxx>>



Please correct name and address information below, if necessary, before submitting.

<<Mr. Sample A. Sample>>
<<Serv\_Address1>>
<<Serv\_Address2>>
<<Serv\_City, ST Zip>>

By providing my e-mail address, I request that I be e-mailed my current and future agreements and any related documents, and I acknowledge that I can access these documents. I can change my preferences or request paper copies online or by calling SLWA. The phone number and e-mail address provided below are good ways to reach me.

E-mail: \_\_\_\_\_ Phone: \_\_\_\_\_

E-Z PAY (see back of letter)

Payment Schedule:

- \$5.33 per month
\$15.99 per quarter
\$63.96 per year

I authorize SLWA to use account information from the enclosed check to make electronic fund transfers to automatically initiate debits to my bank account at the frequency and in the amounts specified in the Payment Schedule, plus any applicable taxes, in connection with my payments for Exterior Water Service Line Coverage. I understand the enclosed check itself will not be deposited but rather used for account information. I understand that, regardless of the payment frequency I select, my optional coverage is based on an annual contract and will be automatically renewed annually on the same payment terms I selected at the then-current renewal price, plus any applicable taxes. I have the option to cancel this contract at any time without additional cost to me by calling 1-844-257-8795. I confirm that I am the homeowner and have read the information in this package, understand there are limitations and exclusions, and meet the eligibility requirements for this coverage.

Signature (required)

Matchback ID and Mailcode fields with dimensions

2109SZR8H071AOKZ

RX RX3934\_BP\_Hybrid\_2.0

2109SZR8H071AOKZ

RX3934\_BP\_Hybrid\_2.0

<<customer\_no>>

## Important Questions & Answers

### What am I responsible for?

As a homeowner, you are responsible for your exterior water service line. If the service line beyond the property boundary to the main connection is also the responsibility of the homeowner, then it will be covered up to the benefit amount.

### Does my homeowners insurance cover this?

Most basic homeowners insurance policies do not cover repair or replacement due to normal wear and tear of the water service line.

### Does this coverage include well lines?

Yes, coverage provides for repair or replacement of either water service or well lines, as explained in the "What's covered" section.

### Who is eligible for coverage?

An owner of both a residential home permanently secured to the ground and the land it is located on may be eligible for coverage. Recreational vehicles or homes on wheels and properties used for commercial purposes are not eligible for coverage. In GA, residential properties containing more than two dwelling units are not eligible. In IA, residential properties containing more than four dwelling units are not eligible. Your property is not eligible if you are aware of any pre-existing conditions, defects or deficiencies with your exterior water service line prior to enrollment. If you live in a development community with a condominium, co-op or homeowners association, your exterior water service line may not be an individual homeowner's responsibility, so please check with your association before accepting this coverage. If you live in a multi-family structure and do not own the entire structure, it will be your responsibility to provide Service Line Warranties of America (SLWA) with a signed release from all other homeowners for any work which may affect their portion of the structure.

### What should I know about this coverage?

**What's covered:** Coverage provides, up to the benefit amount, for the covered cost to repair or replace a leaking, frozen, low pressure, or permanently blocked exterior water service line, for which you have sole responsibility, from your utility's responsibility or external wall of your well casing to the external wall of your home, that is damaged due to normal wear and tear, not accident or negligence.

**Not covered:** Repair to any water line that branches off the main water service line; any shared water line that provides service to multiple properties or secondary buildings; and

damage from accidents, negligence or otherwise caused by you, others or unusual circumstances. Additional exclusions apply. Disputes resolved by arbitration, without class action or jury trial, unless otherwise stated in your full Terms and Conditions. See full Terms and Conditions with complete coverage and exclusion details prior to enrolling by calling 1-844-257-8795 or going to [www.slwaterms.com](http://www.slwaterms.com).

### When can I make a service call?

Your plan starts the day your form is processed, and there is an initial 30-day waiting period before you can make a service call, giving you 11 months of coverage during the first year. Upon renewal/reactivation (if applicable), you will not be subject to a waiting period.

### What is the cancellation policy?

You may cancel within 30 days of your start date for a full refund (less any claims paid, where applicable). Cancellations after the first 30 days will be effective at the end of the then-current billing month, and you will be entitled to a pro-rata refund less any claims paid (where applicable). You may also contact SLWA to cancel if you find your utility or municipality provides similar coverage to you at no charge, and you will receive a refund less any claims paid (where applicable).

### What is the term of my service agreement?

The plan is annual. For E-Z Pay/Direct Pay, credit card or debit card customers, unless you cancel, your plan automatically renews annually at the then-current renewal price with your same payment terms.

### What is E-Z Pay/Direct Pay?

E-Z Pay/Direct Pay is a paperless and stress-free way to pay for your coverage. Payments are automatically debited from the bank/checking account of your choice as your payment becomes due, at no additional cost.

### What quality of repair can I expect?

Local, licensed and insured plumbers perform covered repairs, which are guaranteed against defects in materials and workmanship for one year.

### Who is SLWA?

SLWA is an independent company, separate from your city, local utility or municipality, providing emergency home repair services and protection solutions to homeowners across the U.S. If you would prefer not to receive solicitations from SLWA, please call 1-844-257-8795.

## CREDIT/DEBIT CARD

I authorize SLWA to charge my first and all future payments, plus any applicable taxes, for Exterior Water Service Line Coverage to my credit/debit card at the frequency specified. I understand that, regardless of the payment frequency I select, my optional coverage is based on an annual contract and will be *automatically renewed annually* on the same payment terms I selected at the then-current renewal price, plus any applicable taxes. I have the option to cancel this contract at any time without additional cost to me by calling 1-844-257-8795. I confirm that I am the homeowner and have read the information in this package, understand there are limitations and exclusions, and meet the eligibility requirements for this coverage.

- \$5.33 per month  
 \$15.99 per quarter  
 \$63.96 per year



Exp. Date:

□□/□□

Card Number:

□□□□□□□□□□□□□□□□

Signature (required)

## ONE-TIME CHECK OR MONEY ORDER

I have enclosed my check or money order for my payment of \$63.96 for optional Exterior Water Service Line Coverage. I confirm that I am the homeowner and have read the information in this package, understand there are limitations and exclusions, and meet the eligibility requirements for this coverage.

Please be sure to sign and date your check or money order in the amount of \$63.96 for this coverage. PLEASE MAKE PAYABLE TO SLWA

Signature (required)



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Reminder: Information Regarding Your Exterior Water Line

Dear <<Sample A. Sample>>,

Recently we wrote to you about water service line coverage available to eligible Duncan homeowners. Many have decided to accept this coverage and we'd like to provide you with another opportunity to do so.

Many homeowners are not aware that repairs to the exterior water line that runs on their property are the responsibility of the homeowner. Your property at <<Serv\_Address1\_XXXXXX>> is not covered with Exterior Water Service Line Coverage from Service Line Warranties of America (SLWA).

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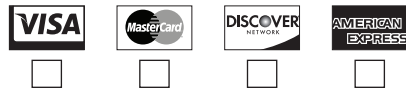
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- \$5.33 per month
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Exp. Date:

□□/□□

Card Number:

□□□□□□□□□□□□□□□□

**Signature** (required)

\_\_\_\_\_

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