



# QUESTIONS AND ANSWERS

## HOW DO YOU **ENSURE MY CLIENTS ARE SATISFIED** WITH THE SERVICE?

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It is our goal to work with all of our customers to provide service excellence. Once the repair or replacement is complete, AHS will e-mail a follow-up survey to measure customer satisfaction regarding the service performed.<sup>3</sup> If there is a question or problem with the service, AHS will work to remedy the situation and to ensure that all parties are satisfied with the end result. Please advise them to call 866.382.8018 and let us know, or call us yourself.

## WHAT IS A **TRADE SERVICE CALL FEE**?

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A Trade Service Call Fee is the amount due when a contractor visits a home. Each type of breakdown falls into a trade category. For example, a leaky pipe qualifies as a plumbing breakdown, while a broken dishwasher is an appliance breakdown. Since it may require more than one contractor or several unrelated trips to the house by the same contractor, (one to fix the pipe, another to fix the dishwasher) there is a fee due for each trade a service call covers. It is perfectly acceptable to report more than one breakdown at a time. Additional fees may apply if the repairs fall into different categories.<sup>2</sup>

## HOW DO I KNOW THE **SERVICE CONTRACTORS ARE QUALIFIED**?

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We know that you want only professionals of the highest caliber in your clients' homes. Our network of over 11,000 approved and independently insured contractors are

monitored and graded by our customers to help ensure satisfaction.

## WHAT ABOUT **REO AND FORECLOSURE PROPERTIES**?

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It may not be possible for buyers to conduct inspections in REO, foreclosure and short sale situations, making a home protection plan an even stronger service and marketing tool.

## HOW CAN THIS HELP MY **RELOCATION CUSTOMERS**?

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For homeowners moving into a new area, access to the AHS national network of approved and professional contractors can be an invaluable resource. Just knowing who to call in the event of a breakdown is very reassuring.

*"I have encouraged many of my sellers to put AHS Home Warranties on their properties when listing them. It has been especially helpful for those listings that are either estate sales, owned by older homeowners who are downsizing, or for those houses which are priced on the borderline of affordability for the marketplace. It has often meant the difference between a deal sticking together during inspection and one going "south" with both sides arguing about an older furnace, for instance. In addition, I have seen more and more buyers of my listings actually using the home warranty for repairs, which means they find value in the program."*

**- B. Ostroth, Real Estate Professional**