



WHY AMERICAN HOME SHIELD?

AHS® is the right choice in case things go wrong. Home protection plans are our core business and our commitment to customer service is a priority.

It is our goal to provide your clients with the best service experience so they will come back to you for repeat business and send you referral business. You also have the confidence of knowing that AHS will be there for your clients long after the sale has closed.

HOW DOES A HOME PROTECTION PLAN WORK?

When a covered item breaks down, homeowners can request service online at www.ahswarranty.com/era or by calling **1-866-777-9383** to speak with a professional customer service representative. We're here 24 hours a day, 7 days a week, 365 days a year to accept your clients' service requests. After a service request is received, one of our approved and independently insured contractors will contact the homeowner to schedule a time to diagnose the problem. A low Trade Service Call Fee, for each contractor of a different trade requested, is due when the contractor arrives to diagnose the problem.² Once repair or replacement is complete and if we have your client's proper e-mail address on file, AHS will send a follow-up survey to measure customer satisfaction regarding the service performed.

"Since the switch over to AHS, our office has not only seen an increase in number of sellers wanting to purchase the products offered, but also the number of buyers that want to purchase (if the sellers aren't offering). The product sells itself with all the great options available to both the buyer and seller. The Service Agreement is second to NONE and with such low deductibles the owners can easily see the benefit to them over the first year. In fact, I have had several clients renew the product after the first year!"

- B. Mehlhorn, Real Estate Professional

» DID YOU KNOW?

AHS currently provides more than 1.3 million home protection plans nationwide, and the average customer makes more than 2 service requests a year.