

<b>Partner:</b>	New Wave Power
<b>Campaign:</b>	NEWAVEAGT
<b>Billing Type:</b>	ACH/DDA (Bank-BNK), Credit card, Debit card
<b>Homeowners Plans:</b>	DTC v2 Complete Home DTC v2 Built-in-Systems DTC v2 Appliances *Premier Upgrade Package offered to customers who enroll in Complete Home or Built-in-Systems
<b>Cross-Sell Plan:</b>	\$2K Surge Protection (Plan ID=39129)
<b>Pricing:</b>	Complete Home/Built-in-Systems/Appliances – Regional pricing Surge Protection - \$14.95/mo.
<b>Deductible:</b>	Complete Home/Built-in-Systems/Appliances - \$150 Surge Protection – No deductible

**COVER PAGE:**

**IMPORTANT NOTES:**

1. No rebuttal states: AK, ID, NC, and SC, all other states 2 rebuttals maximum
2. Complete Home, Built-in-Systems, and Appliance Plan state exclusions: AK and HI
3. Surge Protection state exclusions: AK, CA, GA, HI, IA, MA, ME, MS, OH, OR, and VT
4. \*Premier Upgrade Package (PUP) must be offered to all customers enrolling in Complete Home and Built-in-Systems plans
5. Surge cross-sell plan must be offered if the customer enrolls into any home warranty plan
6. Data Capture, Permission to Bill, and Billing Disclosures must be read verbatim
7. Cinch plans cannot be the lead offer
8. Sales pitch can only be in English

## HOMEOWNERSHIP STATUS

Quick question: Do you currently own or rent your home?

## INTRODUCTION

As an energy company, we know how important your electric and other home systems, like plumbing and A/C are to your everyday life. The same goes with your appliances. Which would you say is most important to you – your systems, appliances or both?

Well, that's why we've partnered with Cinch Home Services, a home warranty leader who helps protect your budget when your [systems/appliances/systems and appliances] need to be repaired or replaced.

**Go to appropriate plan details**

## COMPLETE HOME PLAN DETAILS

**Must disclose the name of the plan, coverage, deductible and when it is due, review period, then the plan pricing.**

With the Cinch Complete Home Plan...

- 25 of your most important systems and appliances are covered to keep your home up and running.
- So, if your A/C stops working, plumbing leaks, fridge or oven stop working, there's no need to worry.
- When any of covered item breaks down, just place a claim online or on the phone and a service pro will come to your home to take care of the problem.
- At the time you place your claim, you only pay a \$150 deductible which should take care of the covered repair or even replacement, if needed. Exclusions and limitations may apply.
- This plan also reimburses you up to \$500 a year on your homeowners insurance deductible if you file a claim.
- This annual plan is just [*insert plan price*] a month and you have 30 days from today before billing begins to review the protection and decide if it's right for you.

Sounds good right?

**If yes:** Continue to Premier Upgrade Plan

**If no:** Go to appropriate rebuttal

## BUILT-IN-SYSTEMS PLAN

**Must disclose the name of the plan, coverage, review period, and the plan pricing.**

With the Cinch Built-in Systems plan...

- Your 4 most important systems are covered. That includes your A/C, heating plumbing, and electrical systems.
- So, if your A/C system stops working, breaker panel malfunctions, or toilets start to leak, you don't have to worry.
- When any of the covered items stop working, just place a claim online or on the phone and a service pro will come to your home to take care of the problem.
- At the time you place your claim, you only pay a \$150 deductible which should take care of the covered repair or even replacement, if needed. Exclusions and limitations may apply.

- This annual plan is only *[insert plan price]* a month and you have 30 days from today before billing begins to review the protection and make sure it meets your needs.

Sounds good right?

**If yes:** Continue to Premier Upgrade Plan

**If no:** Go to appropriate rebuttal

## APPLIANCES PLAN

**Must disclose the name of the plan, coverage, review period, and the plan pricing.**

With the Cinch Appliances Plan...

- 12 of your most important appliances including your dishwasher, stove, refrigerator, washer and dryer and much more are covered.
- So, if your fridge or oven breaks or your washing machine stops spinning, you don't have to worry.
- When any of the covered items stop working, just place a claim online or on the phone and a service pro will come to your home to take care of the problem.
- At the time you place your claim, you only pay a \$150 deductible which should take care of the covered repair or even replacement, if needed. Exclusions and limitations may apply.
- This annual plan is only *[insert plan price]* a month and you have 30 days from today before billing begins to review the protection and make sure it meets your needs.

Sounds good right?

**If yes:** Continue to Data Capture

**If no:** Go to appropriate rebuttal

## PREMIER UPGRADE PACKAGE

### PREMIER UPGRADE PACKAGE (PUP) – AVAILABLE FOR COMPLETE HOME AND BUILT-IN SYSTEMS PLANS

**Premier Upgrade Package (PUP) should be offered to all customers that are enrolling in a Complete Home and Built-in-Systems Plan.**

Although your *[insert plan name]* covers your most important *[systems/appliances and systems]*, sometimes problems arise that can't be covered by typical home warranties. Things like non-covered contractor fees, removal and disposal of equipment, electrical and plumbing permits, code upgrades and more. That's why we're offering New Wave Power customers the essential upgrade package. It helps protect your budget against these kinds of costs, up to \$1,000 per claim and up to twice a year. And the best part is, it's just \$10.00 more a month.

**If Florida:** This optional protection provides coverage in accordance with Florida Statute 634.346 which helps maintain compatibility and operating efficiency requirements of the A/C manufacturer.

Would you like me to add this to your plan?

**If no:** If you change your mind, just call Cinch to have it added to your warranty plan. You will have up to 30-days from your effective date to add this optional coverage.

**Go to Homeowners Surge Protection Cross-Sell**

## SURGE PROTECTION CROSS-SELL

**Offer when customer has agreed to enroll in a home warranty. Must disclose the name of the plan, coverage, pricing, and the 30-day review period.**

## \$2,000 SURGE PROTECTION OFFER

Now, I see here that we also have a Surge Protection Plan for New Wave Power customers. I'm not sure if you know this, but most homes average about 20 power surges every day...

- A power surge can destroy your computers, TVs, fridge, and other major appliances.
- The Surge Protection Plan reimburses you up to \$2,000 a year towards the repair or replacement of covered electronics and appliances.
- Since this plan is reimbursable, you can use any repair person you'd like and there's no deductible!
- This annual plan is only \$14.95 a month and you have thirty days from today before billing begins to review the protection and decide if it's right for you, okay?

**If yes:** Go to Data Capture

**If no:** Go to appropriate rebuttal

## DATA CAPTURE

**Must read the (EWC) consent language in this section.**

I just need to gather some information:

I need to confirm the spelling of your full name.

What is your primary phone number?

What email address would you like me to send your confirmation to?

What is your property address?

Is your mailing address the same as property address?

Cinch Home Services may occasionally have product and service promotions that may be of interest to you. Do you consent to receive calls, text messages and emails from Cinch Home Services about our services and offers, including use of automated technology, artificial or pre-recorded voice, at the telephone number and/or email address provided? This consent is not required to make a purchase. Do you approve?

## PERMISSION TO BILL – COMPLETE HOME/BUILT-IN-SYSTEMS/APPLIANCES PLANS

**This section of the script must be read verbatim and prior to capturing the payment information. Also, must obtain a clear yes to move forward.**

Cinch will send you a welcome kit within 10 to 15 days from today that includes your plan details with terms, conditions, qualifying events, limitations, and exclusions.

**• If email provided:**

You'll also be receiving a confirmation email shortly. Just register your plan at [my.cinchhomeservices.com](http://my.cinchhomeservices.com) so you can review your plan details with terms, conditions, qualifying events, limitations, and exclusions right away.

- If Utah:** Be advised that in addition to any right to otherwise revoke an offer, you, the purchaser, have until midnight of the third business day after the receipt of welcome kit or 30-days from today, to cancel this agreement, whichever is later. If you cancel during this period, you will not be charged. Cancellation must be in writing and sent to [P.O. Box 811720, Boca Raton, FL 33481 1720]. If you have questions about the [Complete Home/Built-in-Systems/Appliances] Plan, you may call 844-324-5688.

If you need to place a claim, the deductible amount of \$150 will be due at the time you place it.

Your benefits start 30-days from today, as does the monthly billing of [\$\$X.XX] plus any applicable taxes, which will be charged to the payment method you provide and every month, thereafter. If a charge is returned or declined, your protection will be cancelled. This coverage is for one year and will automatically renew at the then-current fee unless you cancel. And remember, you can cancel at any time by calling 844-324-5688 or going online at my.cinchhomeservices.com.

All fees paid prior to cancellation are non-refundable. If you cancel after placing a claim, you'd be responsible for the potential \$25 cancellation fee as well as the remainder of the annual premium or the amount of the claim, whichever is less. Cancellation of the next payment may not be implemented before the next scheduled charge occurs.

With the understanding of the billing terms I've just read, do I have your authorization to process your enrollment in the [Complete Home/Built-in-Systems/Appliances] Plan?

**(Must get a clear yes)**

#### PERMISSION TO BILL – SURGE PROTECTION PLAN CROSS-SELL

**If the customer agrees to enroll in the Surge protection plan, this section of the script must also be read verbatim and prior to capturing the payment information. Also, must obtain a clear yes to move forward.**

Cinch will send you a welcome kit within 10 to 15 days from today that includes your plan details with terms, conditions, qualifying events, limitations, and exclusions.

• **If email provided:**

You'll also be receiving a confirmation email shortly. Just register your plan at my.cinchhomeservices.com so you can review your plan details with terms, conditions, qualifying events, limitations, and exclusions right away.

- **If Utah:** Be advised that in addition to any right to otherwise revoke an offer, you, the purchaser, have until midnight of the third business day after the receipt of welcome kit or 30-days from today, to cancel this agreement, whichever is later. If you cancel during this period, you will not be charged. Cancellation must be in writing and sent to [P.O. Box 811720, Boca Raton, FL 33481 1720]. If you have questions about the Surge Protection Plan, you may call 844-627-6010.

Your benefits start 30-days from today, as does the monthly billing of \$14.95 plus any applicable taxes, which will be charged to the payment method you provide and every month, thereafter. If a charge is returned or declined, your protection will be cancelled. This coverage is for one year and will automatically renew at the then-current fee unless you cancel. And remember, you can cancel at any time by calling 844-627-6010 or going online at my.cinchhomeservices.com.

All fees paid prior to cancellation are non-refundable. If you cancel after placing a claim, you'd be responsible for the potential \$25 cancellation fee as well as the remainder of the annual premium or the amount of the claim, whichever is less. Cancellation of the next payment may not be implemented before the next scheduled charge occurs.

With the understanding of the billing terms I've just read, do I have your authorization to process your enrollment in the Surge Protection Plan?

**(Must get a clear yes)**

#### BILLING METHOD CAPTURE

How would you like to pay for your coverage?

Cinch can debit it directly from any checking or savings account. Or they also accept all major credit card and debit cards. Since this is an annual subscription, we don't accept gift cards.

Which one would work best for you?

- **Credit or Debit Card**

- **Capture full name on card** – What is the full name on that card? **Can't process with a different name.**
- **Capture card number** – What is the number on that card?
- **Capture security CVV code** – What is the security CVV code on that card?
- **Capture expiration date** – What is the expiration date on that card?

- **Checking / Savings Account**

- **Capture routing number** – What is the routing number?
- **Capture account number** – What is the account number?

## SALES CLOSE

**Must disclose when the welcome materials/confirmation email will arrive and Cinch's toll-free number.**

[Customer Name], your [Complete Home/Built-in-Systems/Appliances/Surge Protection] Plan welcome materials should arrive within 10-15 business days.

- **If email provided:**

You'll also be receiving a confirmation email shortly, please make sure to check your SPAM folder.

If you have any questions about your plan, just call [Complete Home/Built-in-Systems/Appliances at 844-324-5688] [Surge Protection at 844-627-6010].