

**BENEFIT OVERVIEW**

**SURGE PLAN:**

- Up to \$2,000 a year in surge protection
- Coverage includes plugged-in items: from electronics to appliances
- For surge events, the customer chooses repair/replacement service company
- Exclusive appliance discounts on brand name appliances

FAQ	Response
<p><b>What is covered under the plan? /Can you tell me more about the Surge Protection Plan?</b></p>	<ul style="list-style-type: none"> <li>• <b>Reimbursement of up to \$2,000 a year in surge protection</b> The average home has about 20 power surges every day. That's why it's so important to protect your budget when a surge destroys your computer, TV, printer, tablet [<i>fridge, A/C, dishwasher</i>] basically anything that's plugged in valued at \$100 or more. (See T&amp;Cs or comparison chart for more details if needed).</li> <li>• <b>Exclusive appliance discounts on brand name appliances</b> This is a great part of the plan that gets you special discounts on appliances from some of the most trusted names... like GE, Whirlpool, Maytag, KitchenAid, and others. So, when you're ready to upgrade or you're just in the market for a new appliance, call the number in the Welcome materials you'll be receiving and enjoy your discount!</li> </ul>
<p><b>Can I cancel anytime?</b></p>	<p>You can cancel within the first 30-days you will not be billed a penny. You may also cancel any time after that by simply calling or going online.</p>
<p><b>What does surge protection cover?</b></p>	<p>The surge protection provides reimbursement for surge-damaged household electronic equipment and appliances up to \$2,000 a year. This coverage applies to anything that is plugged into an outlet and is valued at \$100 or more. The Welcome materials that's on their way show you everything that's covered along with information on limitations, exclusions, and more.</p>
<p><b>How do the appliance discounts work?</b></p>	<p>You can take advantage of money-saving discounts on brand-name appliances by calling the toll-free number provided in your Welcome materials.</p>
<p><b>How much does the Surge Protection Plan cost?</b></p>	<p>That's the best part! Just \$14.95 per month brings you the many benefits and peace of mind that comes with the Surge Protection Plan. Plus, you get discounts on appliances.</p>
<p><b>Can I use my own repairperson for surge damage?</b></p>	<p>Yes, when any of your electronic appliances or equipment is damaged by a surge event, you can choose any repairperson you would like. Once your repair or replacement is complete, just follow the instructions in your welcome materials and you'll be reimbursed up to \$2,000 per year.</p>
<p><b>What do I do if I need a repair due to surge damage?</b></p>	<p>When any of your electronic appliances or equipment is damaged by a surge event, you can choose any repairperson you would like. Once your repair or replacement is complete, just follow the instructions in the Welcome materials you'll be receiving, and you'll be reimbursed up to \$2,000 per year.</p>
<p><b>What happens after I placed a claim due to surge damage?</b></p>	<p>Once you send your claims reimbursement form along with the repair bill, follow the instructions in the Welcome materials you'll be receiving, and you will be reimbursed up to \$2,000 per year.</p>
<p><b>Is it true the Surge Protection Plan helps pay for the replacement of covered items if they can't be repaired?</b></p>	<p>Yes, as you will see in your coverage and limitation details, the plan pays up to \$2,000 per year in reimbursements for the repair or replacement of electronics equipment or appliances damaged by power surges.</p>

<p><b>When does my coverage begin?</b></p>	<p>Coverage begins 30 days from today. You'll receive a welcome letter so you can review the features, benefits and service agreement before any coverage or billing begins. Your coverage start date will be included in the summary section of your welcome letter. These 30 days give you time to review the benefits and make sure the plan is right for you, okay?</p>
<p><b>When will I receive my agreement?</b></p>	<p>You should receive your Welcome materials 10 to 15 days after enrolling. It will include your service plan agreement, contract number, and plan effective date.</p>
<p><b>Can I cancel after I've made a claim?</b></p>	<p>Yes, you can cancel after making a claim. Cinch may charge a \$25 processing fee at their discretion, and you would be responsible for the remainder of the annual premium or the amount of the claim, whichever is less.</p>
<p><b>What is the potential cancellation fee?</b></p>	<p>There is a cancellation processing fee of \$25 that is exercised at Cinch's discretion.</p>
<p><b>Can you send me something through email right now?</b></p>	<p>All information, including terms, conditions, exclusion, benefits, and coverage – including your plan number – will be included in your Welcome materials. You should receive it within the next 10-15 days once I get you enrolled.</p>
<p><b>The Surge Protection Plan Where/Who</b></p>	<p>All Home Service Plan Agreements are issued by HomeSure™ Services, Inc., except in the following states where they are issued by the identified entity: in AL, AZ, FL, IL, IA, MA, NV, NH, NM, NY, NC, OK, SC, TX, UT, VT, WA, WI and WY by HomeSure™ of America, Inc.; in CA by HomeSure™ Protection of California, Inc.; in VA and OR by HomeSure™ of Virginia, Inc. Services are administered by Cinch Home Services, Inc., OR CCB #202158, and provided by independent tradespeople/contractors. All Home Service Plans are registered marks of Cinch Home Services, Inc. Please see the contract for actual terms and conditions; benefits may vary by state. Not available in all states; subject to sales tax where applicable.</p>