

# Cinch Home Services

## TECO Peoples Gas CSM Agent Portal 2024 Training

4/15/2024 Launch



# Agenda

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## **TECO Campaign Details**

What are the TECO campaign details?

## **Cinch Home Warranty Plans Overview**

What are the features and benefits for each plan?

## **Frequently Asked Questions**



# Cinch's Partnership with TECO Peoples Gas



TECO Peoples Gas provides gas and utility energy services throughout the state of Florida.

## Product Offers:

- Inside Gas LineProtect (IGLP)
  - ✓ \$6.99/mo. - \$0 Deductible.
  - ✓ \$1,000 annual plan limit.
- Plumbing Plan (PP)
  - ✓ \$10.99/mo. - \$125 Deductible per claim.
  - ✓ \$10k annual plan limit.
- Plumbing Plan Plus (w/Water Heater Coverage)
  - ✓ \$15.99/mo. - \$125 Deductible per claim.
  - ✓ \$1,000 annual limit for Water Heater Coverage.
  - ✓ \$10k annual plan limit.

# Three Plans to Choose From

## Inside Gas LineProtect



**\$0 Deductible**

## Plumbing Plan



**\$125 Deductible**

Deductible is due when claim placed

## Plumbing Plus Plan w/Water Heater



**\$125 Deductible**

Deductible is due when claim placed

\*Yearly billing is not available

Any of these options can be added to a customer's TECO monthly bill.

# IGLP, PP & PP Plus Plan Coverage

Choose from three affordable annual protection plans

## Inside Gas Lines only

- Interior gas line leaks and breaks
- \$1,000 annual plan limit<sup>†</sup>
- No charge for service call<sup>†</sup>
- One easy 24/7 number to call for service when you need it
- Low monthly rate conveniently added to your monthly TECO Peoples Gas bill

[See pricing](#)

[View sample annual contract](#)

## Plumbing Plus Plan (includes Hot Water Heater coverage)

- Hot water heater (up to \$1,000)
- Expansion tanks
- Interior gas line leaks and breaks
- Interior water/sewer/vent line and pipe leaks and breaks
- Plumbing stoppages, toilet tanks/mechanisms, faucets, tub and shower valves, garbage disposals, concrete-encased plumbing (up to \$1,000)<sup>†</sup>
- \$10,000 annual plan limit<sup>†</sup>
- \$125 deductible per claim<sup>†</sup>
- Low monthly rate conveniently added to your monthly TECO Peoples Gas bill

[See pricing](#)

[View sample annual contract](#)

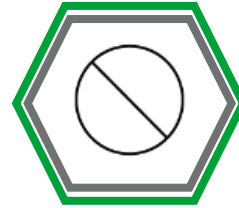
## Plumbing Plan (basic)

- Interior gas line leaks and breaks
- Interior water/sewer/vent line and pipe leaks and breaks
- Plumbing stoppages, toilet tanks/mechanisms, faucets, tub and shower valves, garbage disposals, concrete-encased plumbing (up to \$1,000)<sup>†</sup>
- \$10,000 annual plan limit<sup>†</sup>
- \$125 deductible per claim<sup>†</sup>
- Low monthly rate conveniently added to your monthly TECO Peoples Gas bill

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# Features and Benefits



**No age or model restrictions**  
Covers any age, make or model of covered items†



**Nationwide repair and replacement coverage**



**24/7 service requests** (online or by phone)



**180-day workmanship guarantee**  
Covered repairs guaranteed for six months



**30-day review period**

# Features and Benefits Continued



## Situational coverage

Protects against rust and corrosion. *\*PP and PP Plus plans only*

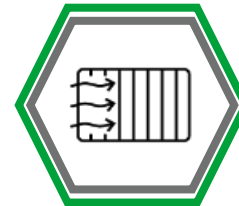


**Coverage for unknown pre-existing conditions**



## Locksmith service

Reimbursement of \$50 a year when customer is locked out of their home



## \$25 filter credit

\$25 credit towards replacement filters once per year

# Features and Benefits Continued



## Appliance Discounts

Discounts on top brand appliances



## Preventive Maintenance Advice

Receive regular emails on advice for Preventive Maintenance Needs



# Frequently Asked Questions

<b>What makes Cinch different from competitors?</b>	<b>Cinch offers extra benefits like:</b> <b>If Plumbing Plan: Coverage for unknown pre-existing conditions and a 6-month workmanship guarantee and other things the companies you've already checked out probably don't offer.</b> <b>If Plumbing Plan Plus: Same as Plumbing Plan but also includes Water Heater coverage.</b> <b>If Inside Gas Line Plan: Coverage for unknown pre-existing conditions and a 6-month workmanship guarantee and other things the companies you've already checked out probably don't offer.</b>
<b>How long will it take to get my Welcome kit?</b>	<b>Once you are enrolled, you should receive your welcome kit within the next 10-15 days.</b>
<b>When does coverage begin?</b>	<b>Coverage begins 30-days from today. Cinch will send you a welcome kit so you can review the features, benefits and service agreement before any coverage or billing begins.</b>
<b>Is there a limit to the number of times I can use the service?</b>	<b>You can call the service as many times as you need to repair or replace your covered items up to the maximum coverage amount per contract year.</b> <b>IGLP \$1,000 per contract year. For PP/PP Plus - No maximum.</b>
<b>Can I cancel anytime?</b>	<b>Yes, you may cancel at any time. If you call to cancel during the next 30-days, you will not be billed a penny. You may also cancel at any time after the next 30 days, and billing will stop. There is a cancellation processing fee of \$25 that is exercised at Cinch's discretion. However, if you have made a claim, you would be responsible for the remainder of the annual premium or the amount of the claim, whichever is the lowest.</b>
<b>When would I pay more than the deductible?</b>	<b>Any parts or failures that may not be covered will be reviewed with you, you would pay that in addition to the deductible for the item to be repaired. Cinch may elect to deduct the amount due for the protection plan from any claim credit. Also, please remember Cinch covers the repair or replacement of covered items due to wear and tear. Cinch plans do not cover changes or upgrades due to code or regulatory requirements, etc. Cinch also requires the plan payments to be current before processing any claim. All exclusions and limitations will be listed within the terms and conditions included in your welcome kit.</b>



**Thank You!**