



American Home Shield®

Home Protection Plans





WANT PROTECTION YOU CAN COUNT ON? GET AN AMERICAN HOME SHIELD® HOME PROTECTION PLAN.

What is a home protection plan and why do I need one?

A home protection plan is a service contract that covers the repair or replacement of many of the most frequently occurring breakdowns of home system components and appliances. It lets you know you're ok if something goes wrong with a covered item.

The one thing you can be sure of is that eventually, your home system components and appliances will break down. When that happens, an American Home Shield Home Protection Plan may help make those costs more manageable while making it easy for you to get a qualified professional to your home to fix the problem.

Why go with American Home Shield?

At American Home Shield, we're dedicated to making sure you get the outstanding customer service from the moment you call with a problem until the problem's resolved. We like to think that's what's made us the industry leader with over 40 years of experience in helping our customers.

- We strive to provide an outstanding service experience. You can request service by phone or online.
- We see each service call as an opportunity to keep our commitment and build customer loyalty. The typical AHS customer makes an average of two service calls per year.
- Home Protection Plans are the core of our business. You can rest assured knowing our focus is on responding to our customers.

THE AMERICAN HOME SHIELD HOME PROTECTION PLANS*

Innovative plans that give you more choice and control.

Our customers told us what they wanted in a home protection plan: more coverage choices, affordable pricing options and more comprehensive coverage. We listened, and our innovative AHS Home Protection Plans offer you home protection the way you want it:

- You choose what you want to cover: home system components, appliances or both.
- You choose from three Trade Service Call Fee options that give you affordable choices and keep you in charge of your budget.
- You can count on plans that offer more coverage and fewer limitations and exclusions than ever.

What do these AHS Home Protection Plans cover?

You can choose a plan to cover the most frequently occurring breakdowns of home system components, appliances or both:

Appliances Plan		Systems Plan		Combo Plan
<ul style="list-style-type: none"> ▷ Refrigerators ▷ Dishwashers ▷ Clothes Dryers ▷ Clothes Washers ▷ Ranges/Ovens/ Cooktops ▷ Built-In Microwave Ovens 	<ul style="list-style-type: none"> ▷ Free-standing Ice Makers ▷ Trash Compactors ▷ Garage Door Openers ▷ Built-In Food Centers 	<ul style="list-style-type: none"> ▷ Air Conditioning, including ductwork ▷ Heating, including ductwork ▷ Electrical ▷ Plumbing ▷ Water Heaters ▷ Garbage Disposals 	<ul style="list-style-type: none"> ▷ Instant Hot/Cold Water Dispensers ▷ Central Vacuums ▷ Smoke Detectors ▷ Doorbells ▷ Ceiling Fans 	<p>Includes everything from both the Appliances Plan and the Systems Plan</p> <p>Optional pool coverage can be added to any plan. (additional cost applies).</p>

Design your own plan to meet your specific needs.

With an AHS Build Your Own Plan, pick any 10 of the individual items listed above to design the exact plan you need, then pick the Trade Service Call Fee level that you want. You'll pay an affordable monthly rate for your 10 selected items.

Why do AHS Home Protection Plans offer Trade Service Call Fee options?

A Trade Service Call Fee is a service charge you pay directly to the contractor who comes to do the work at your home. You can pay a higher Trade Service Call Fee and lower your annual plan price, or choose a lower Trade Service Call Fee for a slightly higher annual cost. Select what's right for you:

\$75 | \$100 | \$125

Choose the plan that fits you best and enroll today!

* The AHS Home Protection Plan covers the repair and replacement of the home systems and appliances specified as covered in the contract in the event such items malfunction during the term of the contract due to a cause specified as covered in the contract. Full details of your AHS Home Protection Plan will be included in your contract. To review a copy of the contract that details specific coverages, exclusions and limitations prior to enrollment, please call AHS. Covers single-family homes under 5,000 sq. feet. The Trade Service Call Fee applies to the initial visit by a service contractor for each covered trade. This initial fee covers any additional service contractor visits required for the same breakdown within 60 days of the original service date. Additional charges may apply for some repairs and replacements. AHS may offer you cash in lieu of repair or replacement in the amount of AHS' expected cost to repair or replace an item, which in most cases may be less than retail cost. When making replacements, AHS will install system components and appliances with similar features, capacity and efficiency but not necessarily the same dimension, color or brand. Items not designated by the manufacturer for residential use are not covered. Refer to contract for state-specific cancellation provisions. Offer valid for new AHS customers only. Not valid in conjunction with a real estate transaction or current AHS contract renewal. Limited-time offer. Lowest monthly price point varies by property state. ©2014 American Home Shield Corporation and its licensed subsidiaries. All rights reserved.



COUNT ON AMERICAN HOME SHIELD® FOR THE SERVICE YOU DESERVE.

- 24/7 service requests—just call or request service online and we'll arrange for the service contractor to call you to schedule an appointment during normal business hours.
- Qualified licensed service contractors in your area (where applicable).

Your satisfaction is our top priority.

Our customer service centers are staffed around the clock with AHS representatives who can assist you by taking your service request whenever you have a problem with a covered item.

We closely monitor the performance of the service contractors in our network through a Customer Satisfaction Survey Program.

Even when you're not in need of service, AHS will send you friendly email reminders to help you properly maintain your systems and appliances year-round.

QUESTIONS? CONTACT YOUR AHS REPRESENTATIVE:



ENROLLMENT FORM

APPLIANCES PLAN • SYSTEMS PLAN • COMBO PLAN

Choose one of the plans below or build your own plan on the next page.

1. PROVIDE YOUR INFORMATION

Customer Name

Customer Contact Telephone Number

Customer Email

Customer Property Address

Customer City, State and Zip Code

Mailing Address (if different than Property Address)

Mailing City, State and Zip Code

2. CHOOSE THE PLAN THAT INCLUDES THE ITEMS YOU WANT TO COVER

APPLIANCES PLAN

- Refrigerators
- Dishwashers
- Clothes Dryers
- Clothes Washers
- Ranges/Ovens/Cooktops
- Built-In Microwave Ovens
- Free-standing Ice Makers
- Trash Compactors
- Garage Door Openers
- Built-In Food Centers

SYSTEMS PLAN

- Air Conditioning, including ductwork
- Heating, including ductwork
- Electrical
- Plumbing
- Water Heaters
- Garbage Disposals
- Instant Hot/Cold Water Dispensers
- Central Vacuums
- Smoke Detectors
- Doorbells
- Ceiling Fans

COMBO PLAN

Includes everything from both the Appliances Plan and the Systems Plan

Most popular plan!

Add pool coverage to any of the plans (additional cost):

- Pool \$13.33 per month/\$160 per year

3. CHOOSE THE FLAT RATE **TRADE SERVICE CALL FEE** YOU'LL PAY FOR A SERVICE TECHNICIAN'S VISIT

TRADE SERVICE CALL FEE	APPLIANCES PLAN	SYSTEMS PLAN	COMBO PLAN
\$75	<input type="checkbox"/> \$27.17/mo (\$326/yr)	<input type="checkbox"/> \$46.67/mo (\$560/yr)	<input type="checkbox"/> \$57.33/mo (\$688/yr)
\$100	<input type="checkbox"/> \$22.17/mo (\$266/yr)	<input type="checkbox"/> \$40.25/mo (\$483/yr)	<input type="checkbox"/> \$50.92/mo (\$611/yr)
\$125	<input type="checkbox"/> \$19.00/mo (\$228/yr)	<input type="checkbox"/> \$35.92/mo (\$431/yr)	<input type="checkbox"/> \$46.67/mo (\$560/yr)

MAIL TO: American Home Shield
P.O. Box 2803 • Memphis, TN 38101

VISIT: www.ahs.com/buyahs and
have your **Priority Code*** ready.
(Priority Code located on page 7)





ENROLLMENT FORM
BUILD YOUR OWN PLAN

1. PROVIDE YOUR INFORMATION

Customer Name

Customer Contact Telephone Number

Customer Email

Customer Property Address

Customer City, State and Zip Code

Mailing Address (if different than Property Address)

Mailing City, State and Zip Code

2. SELECT THE 10 ITEMS YOU WANT TO COVER

APPLIANCES

- Refrigerators
- Dishwashers
- Clothes Dryers
- Clothes Washers
- Ranges/Ovens/Cooktops
- Built-In Microwave Ovens
- Free-standing Ice Makers
- Trash Compactors
- Garage Door Openers
- Built-In Food Centers

SYSTEMS

- Air Conditioning, including ductwork
- Heating, including ductwork
- Electrical
- Plumbing
- Water Heaters
- Garbage Disposals
- Instant Hot/Cold Water Dispensers
- Central Vacuums
- Smoke Detectors
- Doorbells
- Ceiling Fans

Add pool coverage to any of the plans (additional cost):

- Pool \$13.33 per month/\$160 per year

3. CHOOSE THE FLAT RATE TRADE SERVICE CALL FEE YOU'LL PAY FOR A SERVICE TECHNICIAN'S VISIT

TRADE SERVICE CALL FEE	BUILD YOUR OWN PLAN
\$75	<input type="checkbox"/> \$50.92/mo (\$611/yr)
\$100	<input type="checkbox"/> \$44.50/mo (\$534/yr)
\$125	<input type="checkbox"/> \$40.25/mo (\$483/yr)

MAIL TO: American Home Shield
P.O. Box 2803 • Memphis, TN 38101

VISIT: www.ahs.com/buyahs and have your Priority Code* ready.
(Priority Code located on page 7)

For use in the following states: AL/AR/DE/HI/IA/IN/KY/MD/ME/MS/MN/PA/SC/SD





PAYMENT INFORMATION

This page is for mail fulfillment only. Include this page along with one of the two enrollment forms included in this application.

CHOOSE YOUR PAYMENT METHOD

Automatically charge 12 monthly payments from my credit card: \$ _____

Card information required for monthly payment option. Tax will be added where required by law.

Automatic Checking Account Debit: Automatic Monthly Payments (Please submit a voided check)

<input type="checkbox"/> Check or money order payable to American Home Shield*	
<input type="checkbox"/> VISA* <input type="checkbox"/> MasterCard* <input type="checkbox"/> Discover* <input type="checkbox"/> American Express*	
Card Number	Card Expiration Date
Cardholder Signature	

Monthly Payment Authorization:

By selecting the monthly payment option to purchase your home protection plan, you are expressly authorizing AHS to bill the payment method you used: (i) for the initial payment (plus any applicable sales tax) and (ii) automatically bill each monthly payment (plus any applicable sales tax) thereafter without any further authorization. Your payment method will automatically be billed each month on or about the calendar day corresponding to your initial payment. This authorization is in effect for an initial period of twelve (12) months from your initial payment and shall automatically renew for an additional twelve months, unless you either cancel: (i) the home protection plan in accordance with the applicable cancellation policy; (ii) change and authorize a different payment method; or (iii) terminate this authorization. You may terminate this authorization by calling 1-800-776-4663. Terminating this authorization does not cancel the home protection plan or alleviate you of your contractual obligations. You remain responsible for all payments. To ensure continued and uninterrupted service, you agree to advise AHS of any changes to your payment method, including but not limited to changes to your payment method account numbers, billing address and expiration date.

Signature _____

Full payment enclosed: \$ _____ Customer Billing Address _____

We confirm all work orders via email; please verify your email address:
New e-mail address: _____

QUESTIONS? CONTACT YOUR AHS REPRESENTATIVE:

MAIL TO: American Home Shield
P.O. Box 2803 • Memphis, TN 38101

VISIT: www.ahs.com/buyahs and
have your Priority Code* ready.
(Priority Code located on page 7)

