

Top Ten Reasons to Ask for RWC from Your Prospective Builder or Remodeler



1. Experienced Warranty Provider

- In business for over 30 years, RWC has administered warranties on over 3 million homes.
- More importantly for a homeowner, we've managed the dispute resolution process between homeowners and builders on thousands of homes over the years so we're experienced in resolving issues.

2. Insured Third Party Warranty

- RWC warranties are insured by a company that has been rated "A- (Excellent)" by A.M. Best for over 12 consecutive years and has over \$100 million in surplus equity – stability you can count on.
- We specialize in home warranties and, in fact, our Insurer does not underwrite insurance for any other unrelated risk. That means you don't have to worry about the insurer behind your home warranty going out of business because of either man-made or natural catastrophic losses (hurricanes, oil spills, etc.).
- Because RWC warranties are insured, independently from the builder, you don't have to worry about what happens to your home if the builder goes out of business, retires, etc.

3. Membership Must Be Earned

- RWC does NOT have an open door policy when it comes to our Builder Membership. Not every Builder is able to attain Membership with Residential Warranty Company, LLC.
- Builders must successfully navigate RWC's screening process. We ask the questions that you probably can't.
- **RWC Membership means that:**
 - the Builder has proven to us that he has an acceptable level of financial backing in his company.
 - the Builder is required to comply with specific construction standards in order to have their homes warranted by RWC.
 - someone independent from the Builder is reviewing his claims record at least annually as a way to evaluate customer satisfaction.
 - the Builder is going through a review process each and every year to verify our Membership criteria are still being met.
 - if a Builder doesn't meet our guidelines, RWC can and will terminate his membership.

4. Widely Recognized New Home Feature

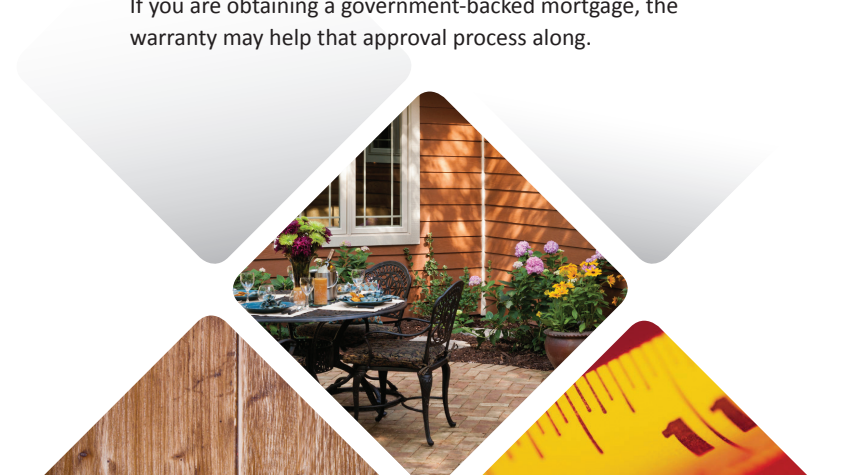
- Warranties are an essential ingredient in any new home Purchase.
- Homebuyers want assurance that their home will be built by a quality, professional builder. RWC warranties set Members apart from the crowd and provide buyers with a 3rd party measure of security in the form of a written insured warranty.
- Most 'builder' warranties – the unwritten, uninsured "promise and a handshake" variety – are for only one year. The 'standard' RWC warranty includes a 10 year term* for warranted structural defects.
- An RWC warranty means that a builder is so confident in his ability to provide buyers with a quality product, that he is willing to put a long term written warranty on it.
**RWC offers other warranty programs with varying terms. Check with your builder for details on the program he offers.*

5. Insured Warranty Protection

- When your Builder selects an RWC warranty for your new home, you are being given a written and insured commitment that your home will be repaired if specified defects arise.
- Your RWC warranty is independently written and administered apart from your Builder.
- Regardless of what the future may hold for your Builder, your home warranty remains in place for the duration of the warranty period.
- Having a written and insured warranty in place on your home means that warranted structural components will be repaired without causing you serious financial hardship.

6. Government Approved Financing

- RWC's standard 10 year warranty is approved by FHA and VA. If you are obtaining a government-backed mortgage, the warranty may help that approval process along.



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7. Written Warranty Book

- RWC provides a set of clearly written and easy to understand warranty standards.
- Written standards help to reduce “guess-work” in terms of determining whether or not something is a defect.
- RWC’s standards are written independently of the builder which provides the homeowner with an objective guide for reference if an issue arises.
- The warranty standards included are based on accepted industry practices.
- If a dispute arises between you and your Builder regarding whether or not something should be considered a defect, the limited warranty document can be a valuable ‘measuring stick’ for evaluating the issues.

8. Customer Service – Mediation

- Unsurpassed service and excellent handling of warranty issues.
- Expert 2nd opinion in the event of a dispute over potential home issues.
- Neutral & effective 3rd party dispute resolution system includes FREE mediation.
- Approximately 95% of warranty dispute issues are resolved through RWC’s FREE Mediation procedures.
- If needed, formal binding arbitration is available.
- The process to get the warranty company involved to mediate your dispute and determine coverage is spelled out clearly in your warranty book.

9. Customer Service – Arbitration

- Even with a system as clearly defined as RWC’s, sometimes a need arises for a more formal binding determination of coverage.
- RWC’s warranty programs provide an avenue for formal binding arbitration.
- Arbitrators used are mutually agreed upon by the parties involved and are experienced in arbitrating residential construction matters.

10. Value After the Sale

- Protection in the event of a warranted defect after the sale.
- Your home is warranted for the duration of the warranty period selected by your Builder. Even if the builder retires or goes out of business, the RWC warranty remains in effect for the duration.
- If your home is sold during that warranty term, the balance of the warranty transfers automatically to the next homeowner.
- That transferable home warranty is an excellent marketing tool for you to potentially increase the value of your home to prospective buyers.

**When you’re shopping for a new home builder
or remodeler, ask for the RWC Warranty –
Assurance for you long after the sale!**



We Have New Home Warranties Nailed!