

RESIDENTIAL

For Members of Residential Warranty Company, LLC

Spring / Summer 2024

Recap



Millennia ago when solar eclipses caused the world, or at least the little piece of it occupied by a primitive culture, to slip into darkness as the sun disappeared in the middle of the day, ancient man often saw it as a mystical battle among gods or as an omen of bad times to come. Ancient Chinese believed that a dragon had attacked and devoured the sun. In India, a common belief was that a demon named Rahu disguised himself as a woman for the purpose of crashing a banquet of the gods, where he hoped to drink all the gods' nectar. A major god Vishnu caught onto Rahu's plan, cut off his head and hurled it across the sky. Ancient Indians believed that it was Rahu's decapitated head that blocked out the sun. According to a Native American Choctaw legend, a mischievous squirrel gnawed on the sun, which caused it to slowly disappear.

Continued on page 2-3

Las Vegas is Not for the Faint of Heart

By Rich McPhee, National Sales Manager



Year after year, our team represents RWC and Home of Texas at the International Builders Show. This year was NAHB's 80th anniversary. It has seen a massive rebound since Covid, with more than 76,000 builders, remodelers developers, and other home building professionals filing in to the nearly mile and a half long exhibit halls of the Las Vegas convention center.

We did our part to add to the rambunctious feel to the show with our now infamous Wheel-O-Rama game. We like to think they come for the prizes and stay for the company.

Continued on page 3

IN THIS ISSUE

New NAHB Jobsite Safety App.....	4
RIA Adds Atlantic Southern.....	4
2023 Sales Award Recipients.....	5
Bigger is Not Always Better.....	6
Do You Like Getting Cash Back?.....	6
New Jersey - Directive 15.....	7
Understanding Deflection.....	7
Complimentary Marketing Essentials.....	7
Share Your Experience on Google.....	8
Most Popular Type of Remodeling Projects.....	8
The Impact of the Baltimore Bridge Disaster.....	9
We Won't Spam Your Home Buyers.....	9
Where am I Insured?.....	10
Need Help? Have Questions?.....	11
3 Easy Steps to Enroll Homes with RWC.....	12

The Sun, The Moon, And Our Builders

continued from front cover

The reactions to eclipses by our early forebears were even more bizarre than their explanations for the celestial events. Mayan rulers would cut themselves, collect their blood and offer it as a sacrifice to whichever god needed placated. Aztecs would become hysterical and sacrifice the people among them with the fairest hair and the lightest skin, which they believed kept demons from descending from the sky and eating everyone. In Mesopotamia and in Greece, after having developed the ability to predict that an eclipse was coming, the king would place an imposter on the throne as a decoy to fool the gods and keep any bad omens from affecting the real king. When the eclipse passed, the imposter was usually killed.

Even those cultures who did not engage in barbaric practices like blood-letting and human sacrifice saw eclipses as omens. As late as 1598, when William Shakespeare wrote *King Lear*, the king remarked that “these late eclipses in the sun and the moon portend no good to us.” This was the view of most societies since the beginning of time. There were exceptions like the Batammaliba people of West Africa, who believed that the eclipse occurred because the gods were angry with people for fighting with each other. During and after an eclipse, villagers would put petty arguments aside, stop fighting with their neighbors, and even give each other gifts.

The recent solar eclipse that carved a path of totality across the United States demon-



If one of the questions you ask yourself is, “How can I best protect my customers and my company from construction defect claims?”, we have the answer.

strates how far modern man has come in his understanding of the universe. Many years of observation and study allow us now to predict not just when an eclipse will occur, but also how much of the sun will be blocked by the moon in any location around the globe. Thus, some of our friends and co-workers left our home office where there was about 92% coverage of the sun to travel to Cleveland and to eastern Indiana, where they were able to watch the total eclipse. All who chased totality mentioned how awe-inspiring an experience it was.

Rather than fearing and overreacting to an eclipse like ancient man did, 21st Century Americans can plan for, travel to, and embrace a total eclipse for what it is--an awesome display of the universal and physical principles by which our universe works. And we can do that because for centuries mankind looked at the sky, asked questions about what was happening, and eventually figured it out through hard work and study.

This same principle applies to business, and particularly to the business of home building. We have heard friends oversimplify it this way: “You build a home and sell it for more than it cost to build.” Those folks might just as well believe that a squirrel ate the sun on April 8th or that the fender-bender they had last week was foretold by the eclipse. We know better. But do we know enough or all that we can know?

Just like the astronomers and physicists who figured out solar eclipses, every builder should look at his

company’s universe and ask hard questions. What kind of homes are people buying now? What are people likely to buy five years from now? What can my potential clients afford to build? Will the price of timber rise or fall in the next year? How will interest rates and the cost of financing affect sales over the next eighteen months? Is the population in my area aging or getting younger on average, and how will that affect my customers’ housing choices? Big houses or small houses? Singles or towns? Town or country?

You get the idea. By asking and answering these kinds of questions, any builder will gain a better understanding of his business and its challenges and will increase his profitability. A good project is to write out twenty such questions (or as many as you can think of) and then put in the study, thought and effort necessary to answer them. We think you will enjoy and benefit from the project. (And you better get to it soon before that squirrel gobbles up the sun!)

continued >

Las Vegas

continued from front cover

If one of the questions you ask yourself is, “How can I best protect my customers and my company from construction defect claims?”, we have the answer for you. Place an RWC warranty on every home you build.

In our more than four decades of home warranty experience RWC has covered more than four million homes. We offer a wide variety of warranty options like our standard ten-year warranty, our Day 1 coverage warranty, our extended appliance and system warranties, and our specialty warranties for remodeling projects, detached garages, and commercial construction. Only RWC has developed and offers its members a customized state warranty that mirrors each state’s statute of repose and accommodates other state specific issues. All RWC warranties provide clear performance standards that help create realistic homeowner expectations and provide a road map to resolving even the stickiest customer complaints.

At RWC, every guarantee our warranties make is backed by Western Pacific Mutual Insurance Company, RRG. Western Pacific has an A- rating from A. M. Best and only insures home warranty and similar new home construction risks, like builders’ general liability, which can be offered through the RWC Insurance Advantage program to RWC members. No other warranty company has an insurer with this kind of strength solely dedicated to covering builders and their homes.

Don’t be eclipsed by your competitors. Give your customers the best warranty under the sun—an RWC warranty.

Have a wonderful Summer!

Where some years are filled with “bag folk” looking for the 50 pound capacity of free giveaways they can get on their flight home, this year we saw an increased number of truly qualified leads for our warranty products.

We engaged in meaningful conversations with new builders, remodelers, and innovative construction professionals, looking for ways to differentiate themselves from the competition. In addition to the new friends we made, we have established long, lasting relationships with many builders across the country and it’s always great for them to stop by our booth and say hi.

They say Vegas is a two-day town. We pack in five. With so much attention and energy focused on the show, it’s great to be able to socialize and reconnect with the frills of the city. The annual house party at Drai’s nightclub was another smash hit. Old Vegas provided some respite from the glitz and glam of “the strip. The Sphere wasn’t visited, but it was marveled. Most who tested their luck left winners, some more than others, and some way more than others.

There were enough steps tracked, words spoken, and wheels spun to have everyone longing for home by the end. But not without fond memories and a significant swing of momentum into the 2024 calendar.



Fred Taylor, Crystal Jackson, Allison Jeffries and Freddy Pesqueira waiting to greet builders.



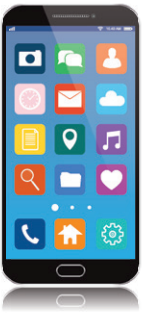
Staci Cool, Logan Canby and Rich McPhee present cash prizes to our lucky wheel winners.

RECAP

New NAHB Jobsite Safety App is Now Available

Reprinted from nahb.org

NAHB, a leader in safety and health education and compliance assistance for residential construction, has released a new mobile tool called the NAHB Jobsite Safety Handbook. This application — available in both the Apple and Google Play app stores — was built to help home builders, contractors and workers identify safe work practices.



This app covers the main safety issues residential builders and trade contractors need to focus on to reduce worksite accidents and injuries. Information is meant to provide a basic guide to understanding and conforming with the federal safety and health requirements of the Occupational Safety and Health Act and OSHA standards and regulations.

The app features resources for both classroom learning and on-the-job compliance, such as NAHB's full Jobsite Safety Handbook, more than 50 safety video toolbox talks, all NAHBNow safety content, and an interactive quiz for users to test their safety knowledge. The app's content is available in 15 languages.

This handy new app is a great tool for home builders and managers to engage workers onsite. Use the video content during safety stand downs on specific topics, or have new employees or trades take a "pop quiz" on jobsite safety in the app.

The NAHB Jobsite Safety Handbook app is free to download for both members and non-members.

RWC Insurance Advantage Adds Atlantic Southern to Meet RWC Builders and Their Homeowners' Insurance Needs



RWC and our RWC Insurance Advantage have joined with a sister company, Atlantic Southern Insurance Agency, to offer you the opportunity to purchase all the warranty and insurance products you need from the partners you have come to trust. We don't just sell warranties anymore. Through Atlantic Southern and the carriers with whom it has forged relationships, we can provide competitive quotes on general liability, auto, builders' risk, workers compensation, and any other insurance a builder might need or want.

What's more, Atlantic Southern has teamed with Progressive Insurance to offer Preferred Builder status to RWC members who qualify. Once a member becomes a Progressive Preferred Builder, Atlantic Southern can offer discounts of up to 15% to homebuyers for as long as they own the home you build for them. If the homeowners bundle home and auto, they may qualify for up to a 45% discount. The RWC and Progressive Preferred Builder Program is currently offered only in the Mid-Atlantic region, but we hope to be offering it nationwide before long.

Make us your one stop shop for your warranty and insurance needs.
Contact Eliza Pierre at 717-210-9856, for insurance quotes and for information on the Preferred Builder Program.

rwcinsuranceadvantage.com/preferred-builder-program/

atlanticsouthernins.com



2023 Sales Award Recipients

By Rich McPhee, National Sales Manager

In the dynamic landscape of sales, the role of account executives stands as a cornerstone for business success. Amidst the myriad challenges and fierce competition, there are those individuals who consistently excel, driving impressive results and forging lasting client relationships. For 2023, we celebrate the accomplishments of these remarkable account executives who have not only met but exceeded expectations, earning them the prestigious recognition of top sales awards.



Congratulations to Freddy Pesqueira, Outstanding Executive of the Year.

1st Place - Freddy Pesqueira Outstanding Account Executive of the Year

Freddy is top producer year after year. Mr. Pesqueira was the top of production in 3 major categories, Most New Applications, Most Projected Homes, and Most Big Builders. He hustles in the South East Territory from Florida to Tennessee accepting every challenge presented along the way. With our shift in management this year, Freddy stepped up in a big way, continuing to represent the company with energy, while taking on more responsibility and stepping in when his co-workers needed him most."

2nd Place - Fred Taylor

Fred Taylor had hands down his best year as an Account Executive with RWC. Fred is a worker. Plain and simple. He has been pounding the pavement for 10 years with RWC. Through difficult times he has persevered and his dedication paid off greatly in 2023.



3rd Place - Staci Cool and Diana Gomez

As a sales rep production is important. Most would say it's the most vital part of the job and they'd be right. However, it's not the only part of the job. Especially not this one. Our account executives are often times the face of our companies before and after they have come in the door. This presents constant challenges, opportunities, and unforeseen scenarios. In addition to consistently being top performers, Diana and Staci are the leaders in the club house when it comes to going the extra mile when called upon. Their efforts would be a mighty task to replicate. For that we recognize them as part of our Executive of the year group.



COMPLETE LIST OF AWARDS AND RECOGNITIONS

OUTSTANDING ACCOUNT EXECUTIVE OF THE YEAR

FREDDY PESQUEIRA first place
Fred Taylor second place
Staci Cool / Diana Gomez third place (tie)

MOST NEW APPLICATIONS

FREDDY PESQUEIRA first place
Diana Gomez second place
Fred Taylor third place

MOST PROJECTED HOMES TOTAL

FREDDY PESQUEIRA first place
Fred Taylor second place
Diana Gomez third place

MOST NEW BUILDERS PROJECTING > 20 HPY

FREDDY PESQUEIRA first place
Staci Cool second place
Diana Gomez third place

MOST HOMES OF BUILDERS PROJECTING > 20 HPY

STACI COOL first place
Freddy Pesqueira second place
Diana Gomez third place

AVERAGE SIZE BUILDER APPLICATION

FRED TAYLOR first place
Freddy Pesqueira second place
Diana Gomez third place

HIGHEST APPROVAL RATE

FRED TAYLOR first place
Freddy Pesqueira second place
Diana Gomez third place

BEST RETENTION RATE

CRYSTAL JACKSON first place
Fred Taylor second place
Diana Gomez third place

MOST NEW SIGN-UPS FOR KEY / PLA

LYDIA TOSCANO first place
Diana Gomez second place
Staci Cool / John Felbaum /
Freddy Pesqueira third place (tie)

MOST ENROLLED HOMES FOR KEY / PLA

DIANA GOMEZ first place
Staci Cool second place
Freddy Pesqueira third place

MOST NEW PROJECTED HOMES FOR KEY / PLA

LYDIA TOSCANO first place
Staci Cool second place
Freddy Pesqueira third place

RECAP

Bigger Is Not Always Better – But Less Can Be More

By Victoria Sontheimer, RWC

With the prices of existing homes remaining largely unaffordable, the number of available home listings shrinking, and record high mortgage rates, potential homebuyers are looking to newly constructed homes to fill the gap. As a result, builders are expected to meet the rising demand for new homes while also dealing with soaring construction costs. The solution? New homes are being built smaller and much closer together than before.

It's important to note that America's housing affordability crisis has not surfaced suddenly. Many experts believe the problem snowballed since the Great Recession and has reached a precarious situation – at present, many families earning the median annual income can no longer afford to buy a home in any of the major markets, not to mention younger, first-time homebuyers.



A shift has occurred in the conventional thought process regarding what a home should look like and how it should function. For example, more emphasis is being placed on elements such as natural light rather than a targeted bedroom count or specific floor plan. And to address the smaller footprint, builders are allocating more space to heavily trafficked areas. Instead of building a formal dining room, the focus is shifting to larger kitchen islands with seating, and

primary bedrooms with walk-in closets are being sacrificed for an additional small bedroom or home office.

Not only are builders addressing affordability for buyers, but they're also doing so for themselves. Relative to 2019 levels, costs for builders are still up around 35%. By reducing the size of the homes that are built, material costs can be kept at a more manageable level.

Fortunately, builders' ability to pivot quickly amid the higher interest rate environment should be good news for hopeful home buyers. Small and micro homes help keep housing prices affordable, require fewer materials to build and lower utilities to live comfortably, while also encouraging the forward-thinking concept of living with less "stuff."

Do You Like Getting Cash Back?

Join Our Incentive Program!

THE INCENTIVE PROGRAM is a unique program offered by RWC as a way for Builders to reduce overall warranty costs and earn cash back by maintaining a high level of quality construction and excellent claims experience. Joining this exclusive program is a way to maximize your membership and reap the rewards.

HOW DOES IT WORK? If your company, as a participating Member, has few or no claims in the first 5 years, then RWC is able to return some of the enrollment fees you paid back to you as cash distributions in the second 5 years.

WHAT ARE SOME OF THE PERKS? You'll get the best rate possible and membership fees are waived for several years.

For more details, availability, and eligibility, reach out to your Account Executive or contact the corporate office at 800-247-1812 x2188 or sales@rwcwarranty.com.



**CURRENTLY, OVER
\$25 MILLION IN
DISTRIBUTIONS WERE
PAID BACK TO MEMBERS!**

*Don't Miss The
Opportunity To Cash In
On Your Excellent Customer
Service By Joining The
Incentive Program Today.*

New Jersey: Directive 15

Recently the New Jersey Department of Community Affairs informed Residential Warranty Company, LLC (RWC) that we are responsible to verify ownership of the new home that is being sold to the new home owner(s) in the state of New Jersey, before issuing any warranty paperwork. This requirement is per Directive 15, dated June 26, 2018.

The directive indicates that we can accept a copy of the contract for sale or a copy of the deed. A construction contract may be used when there is no transfer of title. This is typical when the homeowner owns the land and contracts with a builder to build a new home for his or her own personal use and occupancy.

Effective May 1, 2024, RWC will require this proof before issuing the NJ Affidavit to obtain your Certificate of Occupancy, the RWC Application for Enrollment form, and Limited Warranty booklet. Warranty Express will have an option for you to upload these documents or they can be emailed to NJDocs@RWCWarranty.com

Any questions should be directed to Ron Sweigert at 800-247-1812, x2178.

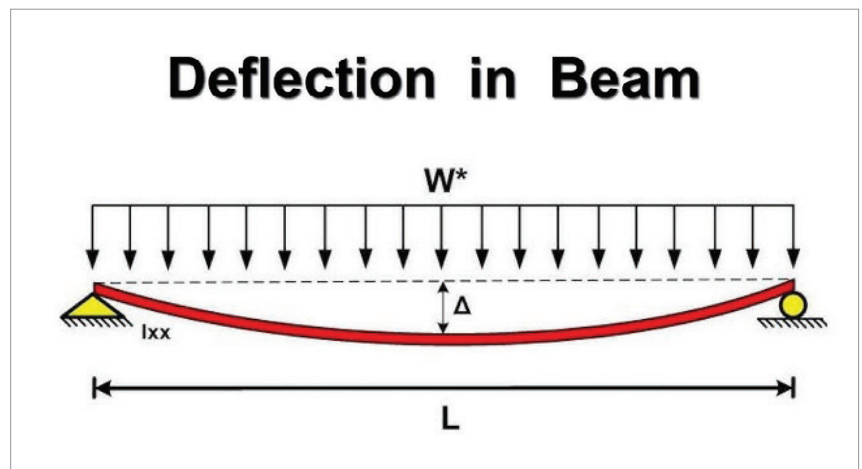
Understanding Deflection

By Scott Lackey, RWC Warranty Performance/Technical Supervisor

Under the RWC Designated Structural Element Limited Warranty, Deflection is defined below.

9. Deflection: A turning or bending of a Designated Structural Element from its original position. Deflection is measured from any two end points and a third reference point. The reference point may be located at any distance between the two end points.

EXAMPLE



Please note: Slope is not covered under the RWC Designated Structural Element Limited Warranty. The definition of slope or gradient of a line describes its steepness, incline, or grade. Mathematically, slope is calculated as “rise over run” (change in Y divided by change in x)

Should you have further questions or concerns, please contact RWC’s Technical Staff for further details at 800-247-1812.

Get Your Complimentary Marketing Essentials

RWC offers a wide variety of FREE marketing materials to display in your office & to hand out to clients.

- Consumer Brochures
- Brochure Holder
- Window Decals
- Folders
- Lot Signs
- Sample Books
- Easel Signs
- Table Tents

Check out our website to see a complete list of what is available.

To place your order: Email Victoria at victoria.sontheimer@rwcwarranty.com



RECAP

Share Your Experience

It would mean a lot to us if you would leave us a review on Google.



Simply scan this QR code



Then click the stars and/or write a few words about your experience with RWC.

Thank You ~ We appreciate it!

Quick Tip

To expedite the processing of your warranties, you can elect to pay for the warranty online and email the signed Application for Enrollment form to Warranty.Express@RWCWarranty.com.

By doing so you'll save time and money. The \$6.95 service fee is waived when the warranty is paid online and there will be no need to cut a check and send the documents by mail.

NAHB Remodelers Reveals the Most Popular Type of Home Remodeling Projects

Reprinted from nahb.org

When National Home Remodeling Month kicked off in May, which highlights the benefits of hiring a professional remodeler, the National Association of Home Builders (NAHB) Remodelers released survey results on the most popular remodeling jobs by its members. The results revealed that bathroom and kitchen remodels remain the most popular projects.



“Whatever type of home improvement project consumers are looking for, NAHB Remodelers remains committed to professionalism and helping home owners create the home of their dreams,” said NAHB Remodelers Chair Mike Pressgrove, a remodeler from Topeka, Kan.

Bathroom remodels were cited as a common job by 65% of remodelers, followed by kitchen remodels (61%). After baths and kitchens, the most popular remodeling categories were:

- Whole house remodels (50%)
- Bathroom additions (23%)
- Windows/doors replacement (22%)
- Decks (20%)
- Enclosed/added porch (20%)

“There are many positive factors right now in the marketplace that are helping to support remodeling demand, including the low inventory of homes on the market, aging housing stock and growing equity that owners have in their homes,” said Pressgrove. “Residential remodeling activity is estimated to hold steady in 2024 compared to 2023.”

As homeowners continue to invest in updating their homes, remodelers can promote the value in working with highly skilled professionals to complete these projects using NAHB’s National Home Remodeling Month Toolkit. It provides resources that remodelers can use to build local media campaigns that help elevate the industry. Consumers will find tips on how to choose a professional remodeler and where to locate them in their area.

Don't Just Provide a Promise and a Handshake

Why Put Your Business at Risk?

Remodeling Projects Need A Warranty, Too

More Info: sales@rwcwarranty.com

RWC offers two options:

- ✓ **Three years of coverage** is provided for defects in workmanship and materials.
- ✓ **Five years of coverage.** In the first year, the Remodeler is responsible for defects in workmanship and materials. During years 2 through 5, RWC's Insurer is responsible for defects to designated structural elements.

The Impact of the Baltimore Bridge Disaster on Building Materials

Reprinted from nahb.org

The tragic March 26 collapse of Baltimore's Francis Scott Key Bridge, following a collision with a massive container ship that lost power, is expected to cause supply-chain disruptions.

Imports will not be able to enter the port, and exports cannot leave as the collapsed bridge blocks the primary route into the Baltimore port. Imported commodities from overseas will need to be diverted to other ports of entry.

Based on Census data, the United States imported more than \$3.08 trillion worth of goods from overseas. Baltimore imported \$58.8 billion worth of goods in 2023, making it the 5th largest port of entry on the eastern seaboard and 15th largest overall in the U.S.

Baltimore's largest import for 2023 was personal motor vehicles (\$22.47 billion import value), followed by heavy duty

machinery such as bulldozers and excavators (\$3.62 billion). Unwrought aluminum was the 5th highest valued import for Baltimore at \$1.25 billion.

Top imports related to the home building industry include:

▷ Plywood, veneered panels and similar laminated wood (\$425.07 million), which represents 16% of the U.S. total import value for 2023, making it the most important port for plywood imports.

▷ Gypsum (\$23.99 million), representing 14% of the U.S. total import value for 2023 and the highest level of gypsum imports for any U.S. port.

▷ Sawn lumber (\$198.22 million), which represents 3% of the U.S. total import value for 2023, making Baltimore the 11th most important port for sawn lumber imports.

Other items of note include electrical transformers (\$263.74 million), which represents less than 1% of the U.S. total import value.

NAHB will continue to monitor the data and provide updates as they become available.



We Won't Spam Your Homebuyers



As a Member in our warranty program, you are probably familiar with our **Warranty Express** online enrollment system. After you enroll the home online, your buyers are able to download their warranty documents from our website. It usually takes about 60 days after closing to get the buyer's info in the system, but sometimes the documents are available much sooner. Did you know if you provide your buyers' email address on the Application for Enrollment form, we will send them an email to notify them whenever their warranty documents are ready to download.

We know that everyone gets bombarded with emails and sometimes "system-generated" notices can look like spam. Let your buyers know that they will get the notification email from us. However, if they are suspicious or even just accidentally delete the email, no worries. They can call or email our Member Services Department for assistance. Then that's it. We don't spam them or communicate with them further unless they reach out to us for assistance.

Once they have the email, they simply click the link provided to go directly to the login page so they can easily download their warranty book and warranty confirmation form. It's simple and convenient.

Where am I Insured?

By Doug Davis, RIA Insurance Consultant

One of the most frequent requests we get from our builder members is to add a new insured location to their general liability insurance policy. They provide the address and sometimes a description, but usually we have to ask how is this place being used in their construction business? "I'm building a house on that lot." is the most typical answer. We then ask the builder if they realize they are automatically covered for all building sites located in the coverage territory of their policy.



Most are not aware of this, or they are responding to a demand for proof of insurance from a bank, municipality, or some other entity involved in the project. Often, these requests are being confused with similar requests for proof of some type of property insurance, most commonly builder's risk, which covers the cost of your building materials at a given job site. When told that jobsites are automatically covered without being listed in your policy, many builders are doubtful. "What do I show the bank or the city?" they ask. A certificate of insurance proving you have general liability insurance is all you should need and here's why:

In your RWC Insurance Advantage commercial general liability policy, the (CGL), "coverage territory" is defined in part as the "United States of America (including its territories and possessions), Puerto Rico and Canada." This means if you are building a house anywhere in these places, your CGL policy will cover you if some member of the public gets injured on your jobsite or if your activities at the site cause damage to property owned by the public. You are also covered in "all parts of the world" if such

injuries or damage are the result of "personal and advertising injury offenses that take place through the Internet or similar electronic means of communications."

There you go. Clear as mud, right? A reasonable question at this point might be "My office is scheduled on the policy. So is the warehouse I lease where I store lumber and other materials. Why are these places listed, but not my jobsites?" The answer has to do with premises versus operations.

- **Premises** – This term refers to structures or locations that you own, rent or lease where you conduct the non-building part of your business. Such functions are ongoing regardless of whether you have an active jobsite at the moment. People, members of the public, can show up by invitation or on their own at any time. Your activities on your premises tend to remain more or less constant and unchanging in nature.

- **Operations** – Refers to what you do in your business. You build houses. You may also do renovations and remodeling, but all of this is done away from

your premises somewhere in the "coverage territory." Each job varies a little from the next even though all jobs have much in common. Most of all, jobs start and finish at different times throughout the year. In a matter of months your risk factors can go from many to none as the job progresses from groundbreaking to closing. Operations also include anything you do in the name of your business. Attending builder shows, golf outings, conferences, seminars, etc., are all included. Anywhere you go for business purposes can be an

opportunity for an accident to happen for which you could be held liable.

In short, your premises need to be scheduled because this is where your business is located and where day-to-day tasks are performed. Members of the public come and go with and without being invited. Your operations include everything you do as a builder whether it is the actual building of a home, or attending a conference or trade show. Since the locations of such things change constantly, they don't have to be scheduled as long as they are in the coverage territory.

If you have any other questions about our CGL policy, please give us a call at 866-454-2156 and ask for Allison.



www.rwcinsuranceadvantage.com

WPMIC Annual Meeting

JUNE 6, 2024 / 8:15 A.M.



Meeting held at:
Residential Warranty Co, LLC
5300 Derry Street
Harrisburg, PA 17111

Upcoming Events

- ✓ **PCBC**
June 19, 2024
Anaheim, CA. Booth #435
- ✓ **Sunbelt Builders Show**
July 11, 2024
Fort Worth, TX. Booth #520
- ✓ **Southeast Building Conference**
July 24, 2024
Orlando, FL. Booth #519
- ✓ **21st Century Expo**
November 12, 2024
Concord, NC. Booth #306



Need Help? Have Questions?

Feel free to contact us if you have any questions or require assistance at any stage of the warranty process.

Who is My Account Executive?

Logan Canby
NJ
908-812-1559
logan.canby@rwcwarranty.com

Staci Cool
IL, IN, MI, MN, OH, WI
269-751-9392
staci.cool@rwcwarranty.com

John Felbaum
CA, ID, MT, ND, OR, SD, WA
702-340-7233
john.felbaum@rwcwarranty.com

Diana Gomez
AR, LA, NM, OK, TX
512-585-1909
diana.gomez@homeoftexas.com

Crystal Jackson
IA, KS, MO, NE
816-780-8946
crystal.jackson@rwcwarranty.com

Freddy Pesqueira
AL, FL, GA, KY, MS, TN
678-276-6013
freddy.pesqueira@rwcwarranty.com

Tiaira Satchell
CT, DE, MA, MD, ME, NH, NY,
PA, RI, VA, VT, Washington DC
443-615-0663
tiaira.satchell@rwcwarranty.com

Fred Taylor
NC, SC, VA, WV
336-251-9588
fred.taylor@rwcwarranty.com

Lydia Toscano
AZ, CA, NV, UT, WY
702-672-3814
lydia.toscano@rwcwarranty.com

Questions about your Warranty? 800-247-1812

Customer Advocate:

Bryon, x2199
bryon.earhart@rwcwarranty.com

Member Services:

-Membership - New Application Status & Renewal Questions:

Donna, x2148
donna.foose@rwcwarranty.com

-Enrollments - RWC, MHWC & Warranty Express:

Melissa, x2138
melissa.harper@rwcwarranty.com

-Enrollments - HOME of Texas, RSW, Remodeling & Garages:

Nicholas, x2180
nicholas.cuevas@rwcwarranty.com

Accounting:

-Invoicing:

Shirley, x2173
shirley.poligone@rwcwarranty.com

-Incentive:

Scott, x2102
scott.longer@rwcwarranty.com

Warranty Resolution/Claims:

Deb, x2106
deborah.cavacini@rwcwarranty.com

Sandra, x2107
sandra.sweigert@rwcwarranty.com

Key Estates Extended Warranty:

Michelle, x2215
michelle.kruse@keyestateswarranty.com

Marketing Materials:

Victoria, x2459
victoria.sontheimer@rwcwarranty.com

Questions on the RWC Insurance Advantage Program?

866-454-2155

Quotes & Underwriting:

info@rwcinsuranceadvantage.com

Claims:

Laura, x2278
laura.current@iadclaims.com

Certificates:

Go to www.rwcinsuranceadvantage.com & click on the Products tab, then Request Certificate.

Loss Runs & Other Questions:

info@rwcinsuranceadvantage.com



5300 Derry Street
Harrisburg, PA 17111

Presort STD
US Postage
Paid
Harrisburg, PA
Permit #954

3 Simple Steps to Enroll Your Homes with RWC



ENROLL HOMES

Enroll your homes online via Warranty Express.

- Go to www.rwcwarranty.com and click the Warranty Express login link in the top right corner.
- From the main menu on the right, under Enroll Homes, click Warranty Express and follow the prompts.



PAY

Pay your warranty premium. You can:

- Pay by credit card and save the \$6.95 handling fee.
- Pay by paper check from your office.
- Pay by paper check from your title company at closing.



GET SIGNATURES

Get the Application for Enrollment form signed at closing by the homeowners.

- Make sure you, your staff or your title company returns the signed form to RWC.
- Warranties will not be processed without BOTH the payment AND the form signed by the buyers.

Need more help? 800-247-1812 / MembershipAssist@rwcwarranty.com