

What can residents expect?

Coverage is *optional* – this program is entirely voluntary. These repairs can be costly and are not typically covered by basic homeowners' insurance or by [COMMUNITY] Public Works. Plan holders have access to a Repair Hotline that is accessible 24 hours a day, 365 days a year to bring local, licensed and insured contractors right to their home for repairs.

Who is Service Line Warranties of Canada?

Service Line Warranties of Canada is a subsidiary of HomeServe PLC. HomeServe was founded in 1993 in the United Kingdom, it is listed on the London Stock Exchange and has a market cap of \$4.3 billion CAD. HomeServe operates in Canada, the United States, the United Kingdom, France, Belgium, Spain, Portugal and Japan. The company serves 8.3 million homeowners globally and 4.8 million in North America.

Service Line Warranties of Canada has been serving residents in Canada since 2014, and currently serves 40,000 homeowners through partnerships with 65 leading municipalities in Ontario. Service Line Warranties of Canada was chosen by the Local Authorities Services, as an approved service partner for members of the Association of Municipalities of Ontario.

As with all of HomeServe operations globally, Service Line Warranties of Canada works with municipalities and utilities to help protect their homeowners against the expense and inconvenience of plumbing repair emergencies using quality local service providers.

Is Service Line Warranties of Canada rated by the Better Business Bureau?

Yes. Service Line Warranties is accredited and has an A+ rating with the Better Business Bureau.

Is a resident obligated to purchase coverage?

No. This is an *optional*, voluntary program. This program is being offered to our residents for their convenience. Residents are under no obligation to purchase any service plans, and residents' utility service will not be affected in any way if they choose not to participate in this program.

Isn't this the same as homeowners insurance?

Residents are encouraged to contact their home insurance provider and find out what their coverage is in this area. Chances are that some damages would be covered, but the actual repair or replacement of the pipes would not. This can cost thousands of dollars. A couple of insurance companies are now offering this as a "rider" to a homeowner policy.

However, a homeowners insurance policy rider may require a deductible and an out-of-pocket cost upfront, with the homeowner being reimbursed after the fact. Homeowners also must find their own contractors.

Service Line Warranties of Canada does not have any call-out fees or deductibles. Contractors are pre-screened, dispatched and paid directly by Service Line Warranties.

What technicians will be sent to participants' homes if a repair is needed?

Service Line Warranties of Canada utilizes a network of local, licensed and qualified contractors across various trades to perform the service work. Customers are surveyed post-repair to measure satisfaction, and the covered repairs are guaranteed for one year.

Does this take business away from local plumbers?

No. Any contractor is welcome to become part of Service Line Warranties of Canada's network if they are licensed and doing work up to code. Additionally, the Program allows homeowners to be proactive with plumbing issues, instead of not calling a plumber to avoid the cost.

What are the benefits of the contractor network to plan holders?

While it can take days for a contractor from the phone book to arrive, SLWC customers receive a call back from a qualified contractor within hours after reporting a claim to agree upon a convenient time for the contractor to arrive at the home to execute the repair.

SLWC network contractors are fully vetted, licensed and insured. There are many financial risks of using unlicensed contractors including poor quality work, non-permitted work which can impact property value, liability for personal injury and damage to third parties.

How can you enroll in the Program?

Interested residents can enroll by calling the toll-free number at 1-866-922-9004 or visiting <https://www.slwofc.ca/>.