



A Touchstone Energy® Member



*Associate membership does not signify an endorsement

Greetings:

Did you know that 42% of homeowners have less than \$1,000 on hand for an emergency home repair and that 37% have trouble finding a contractor? I'm reaching out to share how you can enhance member engagement and satisfaction by associating your cooperative with value-added services.

HomeServe, a Touchstone Energy Corporate Service Provider, partners with cooperatives to educate homeowners and offer optional repair plans that protect against unforeseen repair expenses; enhance resiliency, safety, and efficiency; and deliver an unmatched, white-glove customer experience.

HomeServe provides Touchstone dues assistance or full dues payments during the first year of partnership, and offers significant benefits to cooperatives and their members including:

- Simple claims process - one call to HomeServe – and HomeServe does the rest
- Our contact center is open 24/7/365 with live agents for claims and has won numerous awards for service quality
- HomeServe uses licensed, local contractors to complete repairs, ensuring adherence to local code and supporting the local economy
- The program is offered at no cost to cooperatives and can include a revenue share

HomeServe has over 1,200 cooperative, utility, and municipal partners and over 4.8 million customers. We have delivered over \$2 billion in repair savings to homeowners while maintaining a 4.8 out of 5 stars customer satisfaction rating.

For more information, please contact me at 724-579-5797 or Kimberly.Dailey@homeserveusa.com.

Thank you, and we look forward to working with you.

Sincerely,

A handwritten signature in black ink that reads "Kimberly A. Dailey". The signature is fluid and cursive, with the first letters of each word being capitalized and prominent.

Kimberly Dailey