

What is a home protection plan?

Why choose American Home Shield?

What's covered?
What's not covered?

What is the Pick 10SM Protection Plan?

How do I request service?

THANK YOU

for requesting more information about American Home Shield[®] service and the Pick 10SM Protection Plan.

Please click the tabs above for answers to some of the most frequently asked questions.

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A home protection plan is a service contract that covers the repair or replacement of covered appliances (dishwashers, garbage disposals) and system components (electrical, heating, air conditioning) within your home.*

Your annual plan allows you to select the appliances and systems that you want covered. Then, when a covered system or appliance breaks down, call AHS and we will have a local service contractor contact you to make the covered repair.

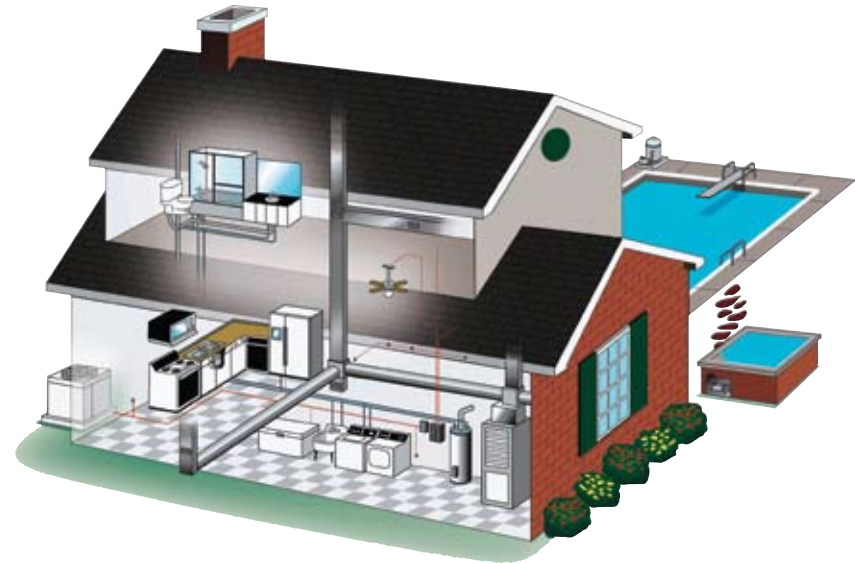
You'll pay a low Trade Service Call Fee the first time a service contractor for a specific trade comes to your house. Sometimes a repair or replacement can not be completed in one visit. **DON'T WORRY.** That initial Trade Service Call Fee covers each trip the service contractor makes to your house (for the same break down) for 60 days after the original service date.

There is no need to worry about an hourly rate or fees for additional trips for parts. Visits from service contractors are covered under your Trade Service Call Fee. And remember, we're available to answer questions 24 hours a day.

*Remember, your AHS Home Warranty covers the repair or replacement of many system and appliance breakdowns, but not necessarily the entire system or appliance. Please refer to your contract for details.

†As reported in the survey *A Study of Homeowners' Appliance and Home System Service Experiences*, Decision Analyst (2008) and reprinted with their written permission. Further reproduction is expressly prohibited.

COSTS WITHOUT COVERAGE COULD BE SIGNIFICANT



DISHWASHER

Average replacement cost†: **\$423**
Average repair cost†: **\$164**

AIR CONDITIONER

Average replacement cost†: **\$2,069**
Average repair cost†: **\$368**

CLOTHES WASHER

Average replacement cost†: **\$509**
Average repair cost†: **\$88**

REFRIGERATOR

Average replacement cost†: **\$985**
Average repair cost†: **\$157**

FURNACE

Average replacement cost†: **\$2,671**
Average repair cost†: **\$270**

RANGE/OVEN

Average replacement cost†: **\$569**
Average repair cost†: **\$162**

MAIN ELECTRICAL PANEL

Average replacement cost†: **\$475**
Average repair cost†: **\$131**

WATER HEATER

Average replacement cost†: **\$587**
Average repair cost†: **\$104**

CLOTHES DRYER

Average replacement cost†: **\$449**
Average repair cost†: **\$110**

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American Home Shield is a customer-focused company. We treat every service call as an opportunity to help ensure customer satisfaction and loyalty. At AHS we believe the more informed our customers are, the happier they are. That's why we are available to answer questions and take your calls for service 24 hours a day, every day of the year.

Customers Drive Our Decisions

When you sign up for an AHS Home Protection Plan you get access to our network of more than 11,000 service contractors. When you call AHS to request service on a covered item we'll assign a service contractor to come to your home during normal business hours; you won't have to flip through the yellow pages to find one yourself.

Each of our service contractors is independently licensed and insured. They're also monitored for customer satisfaction. If we have your e-mail address we'll follow up with you—we want to hear about your service experience.

DID YOU KNOW?

- **There are more than 1.3 million active AHS Home Protection Plans in place in the US.**
- **American Home Shield is the country's largest home-service contract provider. We've been providing home protection plans since 1971.**
- **On average, AHS customers make more than 2 service requests a year. In 2009, that resulted in more than \$319 million spent nationwide to take care of our customers by repairing or replacing covered items.**
- **AHS is accredited by the Better Business Bureau, and holds the highest attainable rating with the BBB (A+)**

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American Home Shield provides repair or replacement service for home system components and appliances that are covered under your home protection plan.

Covered items must be in good working condition when your home protection plan takes effect. AHS does not cover:

- misuse, abuse or mistreatment of covered items
- optional pool accessories
- electrical breakdowns (power failures, surge/circuit overloads)
- wood stoves
- commercial items

With the Pick 10 Protection Plan, AHS will repair or replace covered items that have broken down due to everyday wear-and-tear. AHS will also repair or replace covered items that malfunction because of:

- rust & corrosion
- improper installation, repair or modification
- mismatched systems
- unknown pre-existing conditions

American Home Shield will also help cover the cost of code violations and permits, up to \$250 per occurrence.

Coverage and pricing can vary greatly by state. You can also purchase AHS Home Protection Plans for rental and vacation properties, so it's important you are well informed.

Please refer to your contract for limitations and exclusions specific to your area. Remember, an AHS representative is always available to answer questions.

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The AHS Pick 10SM Protection Plan offers customizable coverage. You choose the ten appliances/home systems you want to cover. You don't have to pay for an appliance or system coverage that you don't want or need. If you want coverage for more than ten items, that's ok too. Just call us.

With the AHS Pick 10 Protection Plan you also choose your own price point. If you pay a higher annual plan price, the Trade Service Call Fee you're charged when a service contractor visits your home is lower. If you pay a lower annual plan price, your Trade Service Call Fee will be higher.

We also offer stand alone options for those customers who may have special coverage needs. These are outside the Pick 10 choices and can be added to your coverage for an additional cost.

CHOOSE 10 ITEMS TO COVER

- Air Conditioning (including ductwork)
- Heating (including ductwork)
- Electrical
- Plumbing
- Water Heaters
- Refrigerators
- Ranges/Ovens/Cooktops
- Dishwashers
- Clothes Washers
- Clothes Dryers
- Built-in Microwave Ovens
- Garbage Disposals
- Garage Door Openers
- Ceiling Fans
- Instant Hot/Cold Water Dispensers
- Trash Compactors
- Doorbells
- Free-Standing Ice Makers
- Smoke Detectors
- Central Vacuums
- Built-in Food Centers

CHOOSE YOUR TRADE SERVICE CALL FEE

- \$100
- \$60
- \$25

STAND ALONE OPTIONS

- Pool/Spa
- Well Pump
- Water Softener
- Septic Pumping (not renewable)

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If there is a problem with one of your covered systems or appliances call us toll free 1-800-776-4663 or online at www.AHSservice.com and let us know. American Home Shield call centers are staffed 24 hours a day, every day of the year so you can request service. AHS will assign a qualified service contractor to meet your needs. That service contractor will contact you to schedule an appointment during normal business hours to take care of covered malfunctions.

The Trade Service Call Fee applies to the initial visit by a service contractor for each covered trade. For example—if there's a problem with your plumbing and with your electrical system, AHS will dispatch two different service contractors. You'll be asked to pay each service contractor a Trade Service Call Fee (because plumbing is one trade, electric is another).[†]

We will also follow up with you about your service experience. Your feedback helps us keep quality service contractors in our network and keeps us focused on the improvements we can make to our business. Service is the core of our business, and we want you to have the best experience possible.

- **American Home Shield responded to more than 2.5 million requests for service in 2009.**
- **There are more than 11,000 service contractors within the AHS network. Each one is monitored and rated according to customer satisfaction surveys.**
- **We value your opinion. We follow up with you, if we have your e-mail address, after you've made a service request because your feedback is important to us.**
- **AHS also provides customers with helpful reminders and information—so we're there for you even when you don't have a problem with an appliance or system.**

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