



Information Regarding Your Interior Plumbing and Drainage Lines

The plumbing and drainage lines in your home and any damage to them are your responsibility. A breakdown to your interior plumbing and drainage lines from normal wear and tear is not typically covered by basic homeowners insurance. Repairs to your plumbing and drainage lines could cost hundreds of dollars in unplanned repair costs.

The City of Oberlin has partnered with Service Line Warranties of America (SLWA), a leading provider of emergency home repair programs nationwide, offers eligible residents Interior Plumbing and Drainage System Coverage.

With this *optional* coverage, you will be protected against the cost and inconvenience of interior plumbing and drainage line breakdowns, including:

- Up to \$3,000 per service call (30-day wait period includes a money-back guarantee) for covered repairs
- Multiple service calls annually up to your service call benefit amount
- 24-hour repair hotline
- Priority repair status
- Repairs performed by local, licensed and insured contractors
- One-year guarantee on all covered repairs

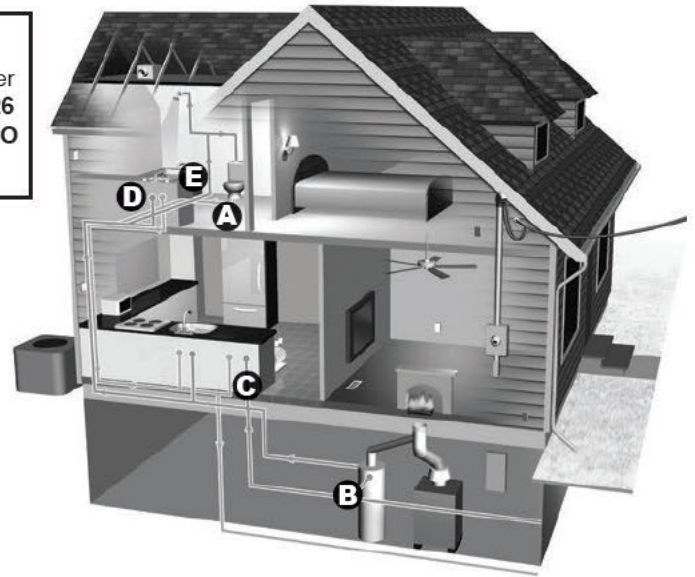
Take action to help protect your interior plumbing and drainage lines for just \$9.99 per month. Complete and return the enclosed form or call 1-844-257-8795. This program is managed by SLWA, and no public funds were used for the mailing of this letter.

For fastest processing, go to www.slwofa.com, or complete and return the enclosed form with your payment

Utility Service Partners Private Label, Inc., known as Service Line Warranties of America ("SLWA"), with corporate offices located at 4000 Town Center Boulevard, Suite 400, Canonsburg, PA 15317, is an *independent company separate from your local utility or community* and offers this optional service plan as an authorized representative of the service contract provider, North American Warranty, Inc., 175 West Jackson Blvd., Chicago, IL 60604. Your choice of whether to participate in this service plan will not affect any service you have with your local utility or community.

Now it's easy to avoid the frustration and cost of unexpected repairs

<p>A</p> <p>Leaking Wax Seal \$129 Plan Members: NO CHARGE[‡]</p>	<p>B</p> <p>Leaking Supply Pipe to Hot Water Heater \$321 Plan Members: NO CHARGE[‡]</p>	<p>C</p> <p>Repair/Replace Burst Interior Water Pipe (6-25 ft.) \$626 Plan Members: NO CHARGE[‡]</p>
<p>D</p> <p>Repair Drain Line (up to 25 ft.) \$479 Plan Members: NO CHARGE[‡]</p>	<p>E</p> <p>Blocked Drain \$224 Plan Members: NO CHARGE[‡]</p>	



[‡]National average repair costs within the SLWA network as of March 2018. No charge for covered repairs up to your service call benefit amount

For more information

Visit www.slwofa.com

Call 1-844-257-8795 | Mon-Fri 8am-8pm, Sat 10am-4pm EST

Important Coverage Information: Eligibility: An owner of a residential single structure, or a unit within a structure, that is not intended to be moved may be eligible for coverage. This includes single family homes (inclusive of manufactured housing), townhomes and apartments. An owner of a single structure with multiple units is also eligible but the specific unit mailing address for each service agreement purchased must be provided. Recreational vehicles and properties used for commercial purposes are not eligible. In GA, residential properties containing more than two dwelling units are not eligible. In IA, residential properties containing more than four dwelling units are not eligible. You are not eligible if you are aware of any pre-existing conditions, defects or deficiencies with your interior plumbing and drainage system prior to enrollment. If you live in a development community with a condominium, co-op or homeowners association, your interior plumbing and drainage system may not be an individual homeowner's responsibility, so please check with your association before accepting this coverage. Benefit Details: Coverage provides, up to the benefit amount, for the covered cost to repair or replace a broken, leaking, low pressure, or permanently blocked plumbing and drainage system within your home, including all water supply and drainage pipes connected to the main sewer stack, for which you have sole responsibility, that is damaged due to normal wear and tear, not accident or negligence. Unclogging a toilet pipe clogged by a material that is intended to be handled by a toilet is also covered. Not covered: Appliances; fittings or fixtures, pressure reducing valves and backflow prevention devices, sprinkler systems, spigots, garbage disposals, pumps or grinders; any non-conforming drain line, such as a basement or storm drain; thawing of frozen pipes; and damage from accidents, negligence or otherwise caused by you, others or unusual circumstances. Additional exclusions apply. Disputes resolved by arbitration, without class action or jury trial, unless otherwise stated in your full Terms and Conditions. Making a Service Call: Your plan starts the day your form is processed, and there is an initial 30-day waiting period before you can make a service call, giving you 11 months of coverage during the first year. Upon renewal/reactivation (if applicable), you will not be subject to a waiting period. Cancellation: You may cancel within 30 days of your start date for a full refund (less any claims paid, where applicable). Cancellations after the first 30 days will be effective at the end of the then-current billing month, and you will be entitled to a pro-rata refund less any claims paid (where applicable). You may also contact SLWA to cancel if you find your utility or municipality provides similar coverage to you at no charge, and you will receive a refund less any claims paid (where applicable). Renewal: The plan is annual. For E-Z Pay/Direct Pay, credit card or debit card customers, unless you cancel, your plan automatically renews annually at the then-current renewal price with your same payment terms.

To see full Terms and Conditions with complete coverage and exclusion details prior to enrolling call 1-844-257-8795 or go to www.slwaterms.com. SLWA is an independent company, separate from your city, local utility or municipality, providing emergency home repair services and protection solutions to homeowners across the U.S. If you would prefer not to receive solicitations from SLWA, please call 1-844-257-8795.

E-Z Pay/Direct Pay: A paperless and stress-free way to pay for your coverage. Payments are automatically debited from the bank/checking account of your choice as your payment becomes due, at no additional cost.

Acceptance Form

For fastest processing, please visit www.slwofa.com.

Please correct name and address information below, if necessary, before submitting.



By providing my e-mail address, I request that I be notified when my current and future service agreements and any related documents are available at www.slwofa.com, and I acknowledge that I can access these documents. I can change my preferences or request paper copies online or by calling SLWA.

E-mail: _____

Phone: _____

E-Z PAY (see back of letter)

I have enclosed a check for my first payment of:

- \$9.99 per month
- \$29.97 per quarter
- \$119.88 per year

I authorize SLWA to charge my account for Interior Plumbing and Drainage System Coverage at the frequency specified and my financial institution to debit these payments, plus any applicable taxes, from the account provided. I understand that, regardless of the payment frequency I select, my optional coverage is based on an annual contract and will be *automatically renewed annually* on the same payment terms I selected at the then-current renewal price. I have the option to cancel this contract at any time without additional cost to me by calling 1-844-257-8795. I confirm that I am the homeowner and have read the information in this package, understand there are limitations and exclusions, and meet the eligibility requirements for this coverage.

Please respond by



Signature (required)

PLEASE MAKE PAYABLE TO SLWA

CREDIT/DEBIT CARD

I authorize SLWA to charge my first and all future payments, plus any applicable taxes, for Interior Plumbing and Drainage System Coverage to my credit/debit card at the frequency specified. I understand that, regardless of the payment frequency I select, my optional coverage is based on an annual contract and will be *automatically renewed annually* on the same payment terms I selected at the then-current renewal price. I have the option to cancel this contract at any time without additional cost to me by calling 1-844-257-8795. I confirm that I am the homeowner and have read the information in this package, understand there are limitations and exclusions, and meet the eligibility requirements for this coverage.

- \$9.99 per month
- \$29.97 per quarter
- \$119.88 per year



Exp. Date:

 /

Card Number:

Signature (required)

ONE-TIME CHECK OR MONEY ORDER

I have enclosed my check or money order for my payment of \$119.88 for optional Interior Plumbing and Drainage System Coverage. I confirm that I am the homeowner and have read the information in this package, understand there are limitations and exclusions, and meet the eligibility requirements for this coverage.

Please be sure to sign and date your check or money order in the amount of \$119.88 for this coverage.
PLEASE MAKE PAYABLE TO SLWA



Signature (required)