

Response Requested Within:
30 Days



Peel and affix this label.



333

Date:	11/10/14
Status:	Not Covered



**** Important Information Regarding Your Water Service Line ****



This letter is to inform you that as a homeowner you are responsible for the full cost of maintaining and repairing your exterior water line. We have found that your property at ~~532~~ Main St. is not covered with Water Service Line Coverage from us.*

The water service line buried underground on your property could fail without warning, leaving you responsible for the cost of repair. Repair or replacement of this line can be expensive—costing you thousands of dollars in unforeseen expenses—which could burden finances.

Protection is available for eligible Avon homeowners with city water or private well lines.

Coverage Amount: \$6,000 Annual Benefit/\$3,000 per call (2 calls/year)
 30-day wait period with a money-back guarantee

Monthly Rate: \$5.49

Property Address: 532 E. Main St.

City: Avon

*** * * Important * * ***

Take action to protect the buried water line on your property. Complete and return the enclosed form—remember to affix your address label—or call 1-877-444-7750 to accept this *optional* coverage. For fastest processing, please visit our secure website MAwaterplan.com.

Please respond before December 15, 2014.

*HomeServe USA Repair Management Corp. ("HomeServe") is an independent company separate from your local utility or community and offers this optional service as an authorized representative of AMT Warranty Corp., the contract issuer. HomeServe's corporate offices are located in Norwalk, CT.

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Important Questions & Answers

What am I responsible for?

As a homeowner, you are responsible for the maintenance and repair of the exterior water service line on your property. In some towns, the service line beyond the property boundary to the main connection may remain the homeowner's responsibility, but it is not included in this coverage.

Does my homeowners insurance or local utility company cover this?

Most basic homeowners insurance policies and local utility companies do not cover repair or replacement of the water service line. If you find you have similar coverage, you can contact HomeServe to cancel and you will receive a refund of your service agreement fee, less any claims paid.

Who is eligible for coverage?

A residential homeowner with sole responsibility for the exterior water service line may be eligible. Mobile homes, recreational vehicles, multi-unit dwellings and properties used for commercial purposes are not eligible for coverage. If you live in a development community with a condominium, co-op or homeowners association, your exterior water service line may not be an individual homeowner's responsibility, so please check with your association before accepting this coverage.

What is covered?

Coverage provides, up to the benefit amount, for the covered cost to repair or replace the exterior water service line from your property boundary or well casing to the external wall of your home that is damaged due to normal wear and tear, not accident or negligence. Exclusions apply. To see full Terms and Conditions with complete coverage and exclusion details prior to enrolling call 1-877-444-7750 or go to MAwaterplan.com.

When can I make 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. This prevents service calls on pre-existing conditions and helps keep the coverage affordable.

What is the cancellation policy?

You may cancel within 30 days of your start date for a full refund less any claims paid; cancellations after the first 30 days will result in a pro-rata refund less any claims paid.

What is the term of my service agreement?

Your coverage is based on an annual contract. For E-Z Pay, credit card or debit card customers, regardless of the payment frequency you select, your service agreement will be automatically renewed annually on the same payment terms selected, at the then-current renewal price. Your coverage will remain in effect unless you call to discontinue.

What is E-Z Pay?

E-Z Pay is 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.

What quality of repair can I expect?

Local, licensed and insured plumbers perform all covered repairs, which are guaranteed against defects in materials and workmanship for one year.

Who is HomeServe?

HomeServe is an independent company providing emergency home repair services and protection solutions to homeowners across the U.S. If you have questions about this mailing or to be removed from our mailing list, call 1-855-321-9871.

KNOW YOUR RESPONSIBILITY

As a homeowner you own the water service line that brings fresh tap water into your home. You are responsible for the maintenance and repair of this line from the meter to your home. Changing soil conditions or simply the age of your service line can cause water service line emergencies.

If your service line bursts, finding help can be difficult and time consuming. Water service line leaks or breaks can be complicated and expensive to fix, often requiring specialized equipment to locate the leak and repair the line. If it's a difficult repair, you could be without water for a long time.

Your utility is not responsible for repairs. And basic homeowners insurance typically doesn't cover repairs to the exterior water service line on your property. Now you can get optional coverage to help protect yourself from the expense of covered repairs to this line, which could amount to thousands of dollars in unforeseen expenses.

Let Water Service Line Coverage from HomeServe protect you from expensive repairs to the line that brings water to your home. You'll have a 24-hour Emergency Hotline available to you 365 days a year and peace of mind knowing that if an emergency happens, you have the coverage you need.

FREQUENTLY ASKED QUESTIONS

HERE'S WHAT YOU CAN EXPECT

Your first 30 days

There is a 30-day wait before you can make your first claim, giving you 11 months of coverage in your first year

What is covered

- ✓ Locating the leak
- ✓ Excavation to expose pipe
- ✓ Pipe replacement or repair
- ✓ Repair or replacement of seals and joints
- ✓ Unblocking
- ✓ Fitting external valves
- ✓ Fusing
- ✓ Welding
- ✓ Pipe cutting
- ✓ Backfilling of areas disturbed by repairs

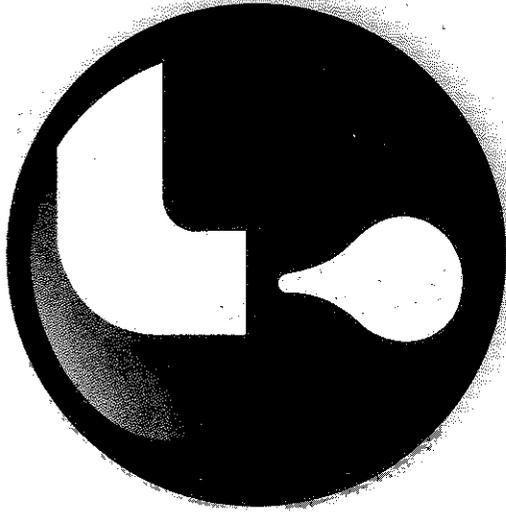
What is not covered

Obsolete parts, ornamental plants, swimming pools/decorative features, faucets or hose bibs, removal of hazardous material.

Who we are

We are HomeServe, an independent company that provides emergency home repair services and protection solutions to homeowners across the U.S. If you have questions about this mailing or to be removed from our mailing list, call 1-855-321-9871.

Important Coverage Information: Eligibility: A residential homeowner with sole responsibility for the exterior water service line may be eligible for coverage. Mobile homes, recreational vehicles, multi-unit dwellings and properties used for commercial purposes are not eligible for coverage. If you live in a development community with a condominium, co-op or homeowners association, your exterior water service line 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 the exterior water service line from your property boundary or well casing to the external wall of your home that is damaged due to normal wear and tear, not accident or negligence. 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. This prevents service calls on pre-existing conditions and helps keep the coverage affordable. Cancellation: You may cancel within 30 days of your start date for a full refund less any claims paid; cancellations after the first 30 days will result in a pro-rata refund less any claims paid. Most basic homeowners insurance policies and local utility companies do not cover repair or replacement of this line. If you find you have similar coverage, you can contact HomeServe to cancel and you will receive a refund of your service agreement fee, less any claims paid. Renewal: Your coverage is based on an annual contract. For E-Z Pay, credit card or debit card customers, regardless of the payment frequency you select, your service agreement will be automatically renewed annually on the same payment terms selected, at the then-current renewal price. Your coverage will remain in effect unless you call to discontinue. Exclusions apply. To see full Terms and Conditions with complete coverage and exclusion details prior to enrolling call 1-877-444-7750 or go to MAWaterPlan.com. HomeServe is an independent company providing emergency home repair services and protection solutions to homeowners across the U.S.



Take the Worry Out of Repairs

Local, Licensed and Insured Contractors

24-Hour Emergency Service Hotline

Call Toll-Free 1-877-444-7750

AVAILABLE MON-FRI 9AM-8PM | SAT 10AM-4PM EST
OR VISIT MAWATERPLAN.COM

Water Service Line Coverage

10 75 98 P. BRO. MA

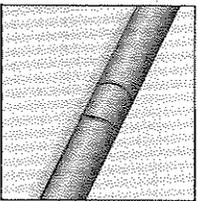
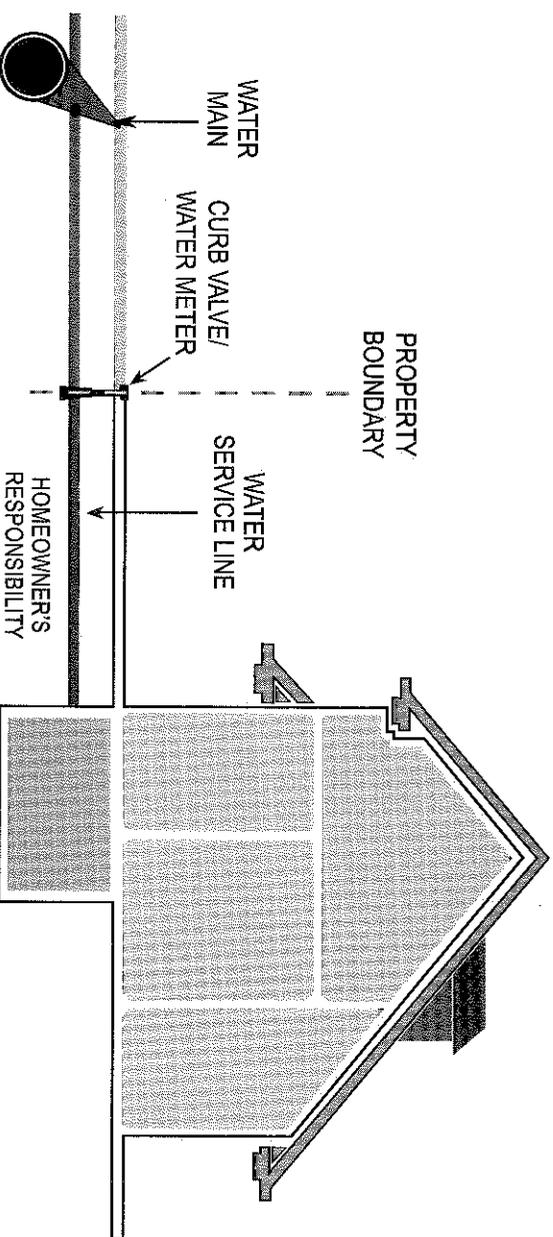
HOMEOWNERS WATER SERVICE LINE
**RESPONSIBILITIES
EXPLAINED**

WATER SERVICE LINE EMERGENCIES EXPLAINED

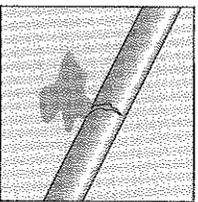
WATER SERVICE LINE COVERAGE

The illustration shows the exterior water service line that is your responsibility as a homeowner. Also shown are repairs that are performed on this line and how much a licensed and insured contractor would typically charge a homeowner for repairs. How would you cope if it happened to you?

With optional Water Service Line Coverage from HomeServe, it's not something you have to worry about; you'll benefit from an emergency response and no bill to pay for covered repairs, up to \$3,000 per service call!



Replace water service line **\$2,223**
Plan Members: NO CHARGE!†

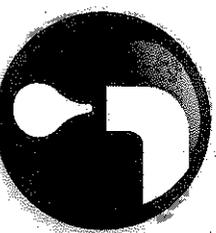


Locate, excavate and repair leak **\$416**
Plan Members: NO CHARGE!†

■ Homeowner's responsibility

In some towns, the service line beyond the property boundary to the main connection may be an additional responsibility of the homeowner but is not included in this coverage.

†HomeServe national average repair costs as of April 2013. No charge for covered repairs up to your service call benefit amount.



**Sign up for
Water Service
Line Coverage
Today!**

Protect your finances with coverage for the service line that brings water to your home! For just \$5.49 per month you can ensure that service line protection is just one phone call away.

With coverage you receive:

NO BILLS TO PAY FOR COVERED REPAIRS

- Don't pay any bills for covered repairs to locate, repair and replace your service line, up to \$3,000 per service call.
- You can make 2 service calls per year, that's \$6,000 annual coverage.

24-HOUR, 365 DAY-A-YEAR REPAIR HOTLINE

- 24-hour Emergency Hotline is available to you 365 days a year.
- Priority response—a local and insured contractor will be dispatched promptly to your home.
- Enjoy professional, reliable assistance from a locally licensed and insured contractor.

30-DAY MONEY-BACK GUARANTEE

Accept Water Service Line Coverage and, if in the first 30 days you decide that this coverage is not for you, you can cancel and receive a complete refund.

ONE-YEAR GUARANTEE

All covered repairs are guaranteed for one full year, against defects in materials and workmanship.

Call Toll-Free 1-877-444-7750

Available Mon-Fri 8am-8pm | Sat 10am-4pm EST
or visit MAwaterplan.com

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