

# Commonly Asked Questions

## COVERAGE PLANS FROM SLWA® FOR DAKOTA DUNES CID HOMEOWNERS

### **Who is Service Line Warranties of America?**

(SLWA) is an independent company, separate from Dakota Dunes CID, that provides emergency home repair services and protection solutions to homeowners across the U.S.

### **Who is eligible for coverage?**

An owner of both a residential home permanently secured to the ground and the land it is located on may be eligible for coverage. Recreational vehicles or homes on wheels, properties used for commercial purposes, and residential properties containing more than four dwelling units are not eligible for coverage. Your property is not eligible if you are aware of any pre-existing conditions, defects or deficiencies with your exterior water or sewer/septic lines, or with your interior plumbing and drainage system, or have had any roots removed from your exterior sewer/septic line prior to enrollment. If you live in a development community with a condominium, co-op or homeowners association, your water or sewer/septic lines, or your interior plumbing and draining system may not be an individual homeowner's responsibility, so please check with your association before accepting this coverage. If you own a residential property that has multiple units, you must purchase an interior plumbing and drainage system service agreement for each individual unit for any one unit to be eligible.

### **Does coverage protect against accidents?**

Excluded from coverage is damage from accidents, negligence or otherwise caused by you, others or unusual circumstances. Subject to additional exclusions. Call 1-844-257-8795 for complete exclusions and coverage terms.

### **If I choose coverage, what happens next?**

After your enrollment is processed, you will receive your contract documents, including the Terms and Conditions, which detail the exclusions. If you decide you no longer want the coverage, you may cancel within 30 days of your start date for a full refund (or less any claims paid if canceled at any time after renewal/reactivation, 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).

### **When can I make a service call?**

Your plan will start the day your enrollment 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.

### **What quality of repair can I expect?**

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

**For more information call toll-free 1-844-257-8795.  
Hablamos Español.**

Service Line Warranties of America. (SLWA), with corporate offices located at 601 Merritt 7, 6th Floor, Norwalk, CT 06851, is an independent company separate from Dakota Dunes CID and offers this optional service plan as an authorized representative of the contract issuer, AMT Warranty Corp., 59 Maiden Lane, 43rd Floor, New York, NY 10038. Your choice of whether to participate in this service plan will not affect the price, availability or terms of service from Dakota Dunes CID.

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## HOME EMERGENCY PROTECTION



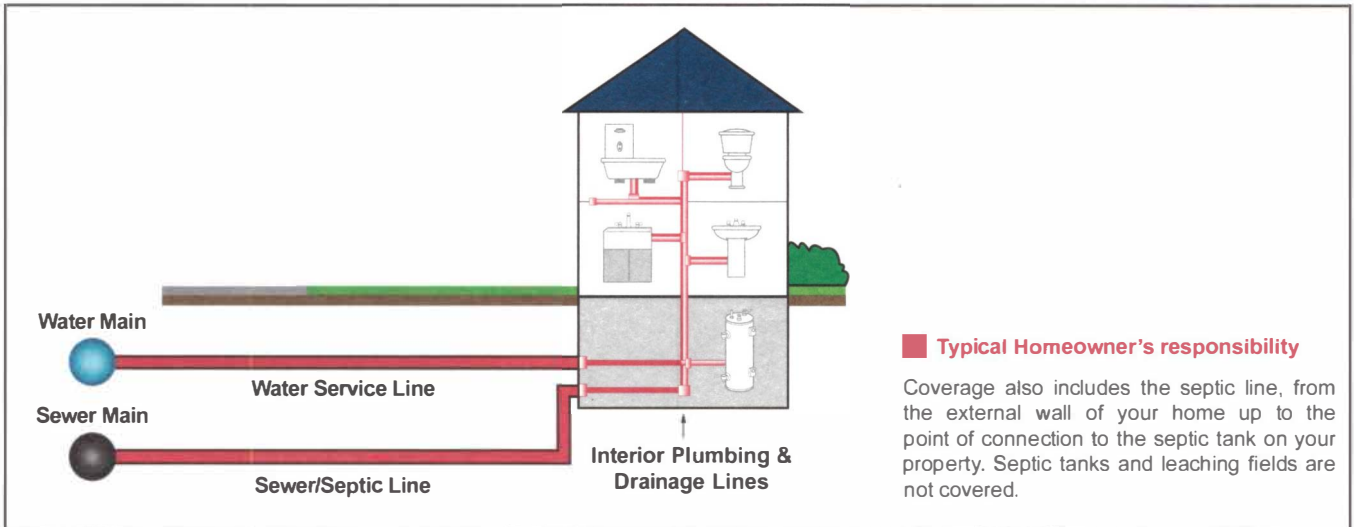
# Protection plans are now available to DAKOTA DUNES CID HOMEOWNERS

Service Line Warranties of America is pleased to offer repair plan solutions to Dakota Dunes CID residential customers. As a homeowner, you protect your home from unforeseen emergencies with homeowners insurance. However, did you know that many typical home emergencies caused by normal wear and tear are not covered by basic homeowners insurance plans?

That's why SLWA offers protection for when basic homeowners insurance leaves your property exposed.

With these *optional* coverage plans, you'll benefit from:

- No repair bills to pay up to the benefit amount
- No deductible
- Access to HomeServe's network of qualified repair technicians
- Emergency Service Hotline available 24/7



## Exterior Water Service Line Coverage

A leaking, frozen, low pressure or permanently blocked exterior water service line may be expensive to repair or replace. Many homeowners aren't aware that they own their water service line—and will have to pay for any repairs. The exterior water service line, from Dakota Dunes CID's water main or the external wall of your well casing to the water meter or main shut-off valve inside your home, is your responsibility. Exterior Water Service Line Coverage protects you from the covered expense of repairing or replacing your water service line that is damaged due to normal wear and tear.



## Exterior Sewer/Septic Line Coverage

If you suddenly notice raw sewage seeping into your yard from a break or blockage in your sewer or septic line, you'll want to make sure you have a repair plan in place. Exterior Sewer/Septic Line Coverage protects you from the expense of a covered repair or replacement of your sewer line, due to normal wear and tear, from the external wall of your home to up to the connection to the sewer main. The septic line on your property is also included in this coverage.



## Interior Plumbing and Drainage System Coverage

Plumbing and drainage emergencies can be messy and inconvenient. Interior plumbing and drainage breakdowns range from clogged toilets and blocked shower drains to broken interior water pipes that leak through your ceiling or floors. Interior Plumbing and Drainage System Coverage provides, up to the benefit amount, for the covered cost to repair or replace the interior plumbing and drainage system that is damaged due to normal wear and tear, not accident or negligence.

Choose coverage that's right for you. For more information, and details of benefits and exclusions, call toll-free 1-844-257-8795 or visit [slwofa.com](http://slwofa.com)