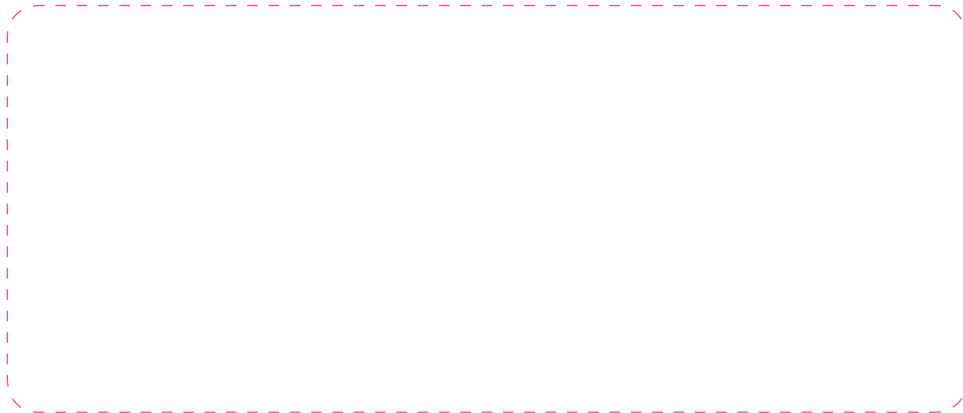




PRSRT STD
U.S. POSTAGE
PAID
MAILED FROM
ZIP CODE 33310
PERMIT NO. 750



A9



A9

<<MR. SAMPLE A SAMPLE>>
<<MAIL_ADDRESS1>>
<<MAIL_ADDRESS2>>
<<MAIL_CITY, ST ZIP>>



<<Month X, XXXX>>

Re: Water Service Line Repair
Coverage for Independence Homeowners

<<Mailcode-xxxx>>

Dear <<Sample A. Sample>>,

Did you know that repairs to the water line that runs between your home and the public utility connection that is damaged due to normal wear and tear are the responsibility of the homeowner? This line is subjected to the same elements that can cause our public service lines to decay – age, ground shifting, fluctuating temperatures and more.

The City of Independence understands the importance of water conservation and protecting the environment. While efforts are underway in many communities to improve public water and sewer systems, these fixes don't address the water line located on your property. Homeowners can spend from hundreds to thousands of dollars to repair a broken or leaking water line on their property – and that can be hard on a budget.

This is why we are pleased to remind you of a voluntary service line repair program which provides repair coverage for your outside water line, up to \$8,500 per service call with as many service calls as you need for covered repairs (30-day wait period with a money-back guarantee). The Service Line Warranties of America (SLWA) Exterior Water Service Line Coverage is the only service line protection program for homeowners fully supported by the City of Independence and endorsed by the National League of Cities. The program provides coverage 24 hours a day, 365 days a year.

SLWA, an independent provider, administers the program and is a BBB Accredited Business with an A+ rating. SLWA has helped more than 140,000 homeowners across the country save over \$90 million in water and sewer service line repair costs.¹

Enroll today and pay a monthly price of \$5.83 – conveniently billed quarterly or annually.

To enroll in this *optional* program return the completed bottom portion of this letter in the enclosed envelope or call 1-844-257-8795 to speak with an SLWA agent Monday through Friday 8am-8pm and Saturday 10am-4pm EST. Or visit www.slwofa.com where you can enroll online – and learn about other service line protection products available in your area. This program is administered by SLWA, and no public funds were used for the mailing of this letter.

Please enroll by <<Date>>.

Sincerely,

City of Independence

¹SLWA repair cost data, 2003-2017.

Utility Service Partners Private Label, Inc., known as Service Line Warranties of America (“SLWA”), with corporate offices located at 11 Grandview Circle, Suite 100, 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.



<<Mailcode-xxxx>>

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

Please mark your selection:

- Yes, please enroll me in Exterior Water Service Line Coverage for just \$17.49 billed quarterly.**
- Yes, please enroll me in Exterior Water Service Line Coverage for just \$69.96 billed annually.**

By signing below, I agree to the terms on the reverse side, understand there are limitations and exclusions, and meet the eligibility requirements for this coverage. SLWA will invoice me based on my selection above and I will select a payment method on the invoice. I understand this optional coverage is based on an annual contract and will *automatically renew annually* on the same payment terms I selected at the then-current renewal price. I can always cancel at any time.

Signature (required)

Please make any corrections to your name or address.

<<Mr. Sample A. Sample>>
<<Serv_Address1>>
<<Serv_Address2>>
<<Serv_City, ST Zip>>

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

<<customer_no>>

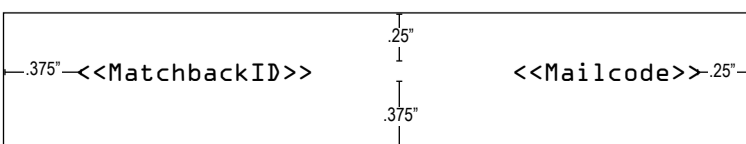
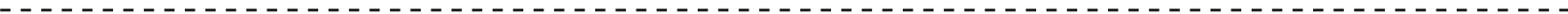
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Important Coverage Information: Eligibility: An owner of both a residential home permanently secured to the ground and the land it is located on may be eligible for coverage. Recreational vehicles or homes on wheels and properties used for commercial purposes are not eligible for coverage. 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. Your property is not eligible if you are aware of any pre-existing conditions, defects or deficiencies with your exterior water service line prior to enrollment. 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. If you live in a multi-family structure and do not own the entire structure, it will be your responsibility to provide Service Line Warranties of America (SLWA) with a signed release from all other homeowners for any work which may affect their portion of the structure. Benefit Details: Coverage provides, up to the benefit amount, for the covered cost to repair or replace a leaking, frozen, low pressure, or permanently blocked exterior water service line, for which you have sole responsibility, from your utility's responsibility or external wall of your well casing to the external wall of your home, that is damaged due to normal wear and tear, not accident or negligence. Not covered: Repair to any water line that branches off the main water service line; any shared water line that provides service to multiple properties or secondary buildings; and damage from accidents, negligence or otherwise caused by you, others or unusual circumstances. Additional exclusions apply. You agree to resolve disputes related to this plan by arbitration or in small claims court, without resort to class action or jury trial. 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.





<<MR. SAMPLE A SAMPLE>>
 <<MAIL_ADDRESS1>>
 <<MAIL_ADDRESS2>>
 <<MAIL_CITY, ST ZIP>>



<<Month X, XXXX>>

Re: Water Service Line Repair
 Coverage for Independence Homeowners

<<Mailcode-xxxx>>

Reminder - Please disregard if you have already enrolled

Dear <<Sample A. Sample>>,

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Sincerely,

City of Independence

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<<Mailcode-xxxx>>

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Signature (required)

Please make any corrections to your name or address.

<<Mr. Sample A. Sample>>
 <<Serv_Address1>>
 <<Serv_Address2>>
 <<Serv_City, ST Zip>>

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 E-MAIL

 PHONE

<<customer_no>>

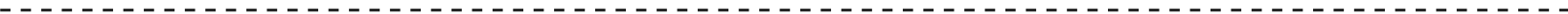
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RX_USP_Control

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