

Smiles are on the house

It's what **you** expect.



LONG LIVE HAPPY HOMES®

Expect a commitment to customer service.

2-10 Home Buyers Warranty (2-10 HBW) understands how hard you work for your clients and how important your reputation is to the success of your business. We value the trust you put in us when you protect your clients with our industry-leading Home Warranty Service Agreement, and we strive every day to make our service better, easier and faster – because it's what you expect.

Expect your clients to know the status of their service request

Whether a service request is placed online via our sleek, mobile-friendly Homeowner Portal or by phone, we understand customers want to be in the know on the status of their request. When service is requested, our multi-touch email journey provides communications at every step of the process.

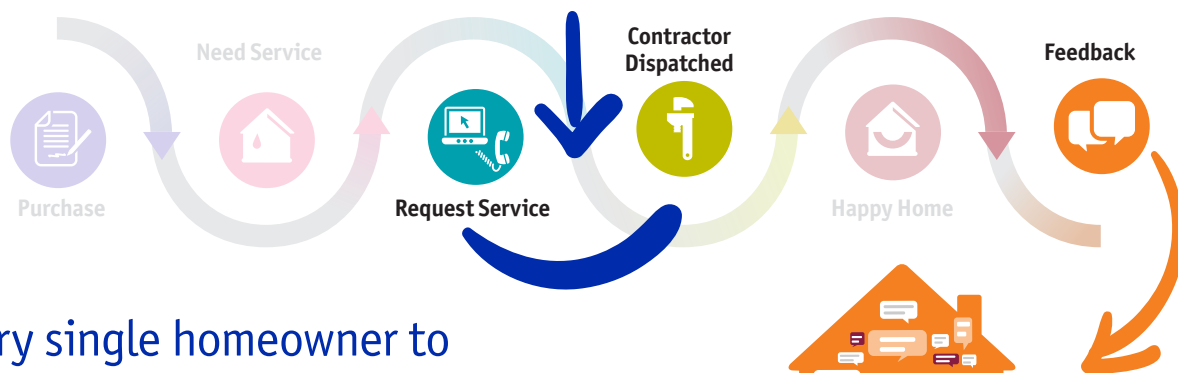


Service Request Communications include:

(when applicable)

- Here's what you can expect
- Dispatch notification
- Status updates
- Authorization approval
- Parts ordered notification

Here's how it works:



Expect every single homeowner to be asked to share their experience

We stand behind the coverage we offer and the service we deliver. That's why we've partnered with AVID Ratings®, a customer experience leader, to reach out to our customers after every single service request.



It's enough to make you **smile**, isn't it?

Enroll online [2-10.com/agent](https://www.2-10.com/agent) or call **800.795.9595**.

Learn more about our coverage at [2-10.com/smiles-are-on-the-house](https://www.2-10.com/smiles-are-on-the-house).