



Homeowner Portal

How to use it and why you should



Congratulations

on your Home Warranty Service Agreement from 2-10 Home Buyers Warranty (2-10 HBW)!
You now have access to Homeowner Portal.

Homeowner Portal
allows you to:



**REQUEST
SERVICE**



**RENEW AND
REVIEW**



**ACCESS EXCLUSIVE
PROGRAMS**

Anytime, anywhere, at your leisure!

Here are a few ways to best use
Homeowner Portal.

HOW to Sign Up, Review Coverage, Change Your Info, and More!

1. Visit 2-10.com/homeowner to create your account or sign in.

If you receive an error, call 720.531.6717 option 1 then option 6 for help.

1.

2. After creating your Portal account or signing in, you'll land on the Homeowner Portal home page. From there, you can:

- Renew your agreement.
- Request service.
- Review the details of your Service Agreement.
- View your service requests and status.
- Edit your billing information.



You can also access these options by clicking the gear icon in the bottom right corner of your property card.

2.

3. To access the 2-10 HBW Happy Homeowner ProgramSM, scroll to the bottom of the home page and select the *Home Appliance Discounts* button.

3.



Request Service



How to use Homeowner Portal to submit a request

When covered items break down, 2-10 HBW is there to help. Requesting service through Homeowner Portal is the quickest and most effective way to start your claim.



455 TRCE

Warranty Coverage New Home Warranty **Service Requests** Billing

1.

New Service Request

Submit Service Request

Select System Failure Review Confirmation

2.

Select System

Filter: Search...

Covered Systems:

- Attic Fan
- Boilers
- Ceiling Fan
- Central Air Conditioning
- Central Vacuum System

Cancel **Next**

Submit Service Request

Select System Failure **Review** Confirmation

Failure Description

3.

Additional Tips and Notes

Please answer the following questions:

Was the cook top installed in the home before you bought it?

Please choose all symptoms that apply:

☐ Burner(s) not coming on

Please enter brand, model and serial number information:

Brand: _____

Model: _____

Serial Number: _____

Submit Service Request

Select System Failure **Review** Confirmation

Review Service Request

Service Fee

System: Cook Top - Gas

Problem Details: Was the cook top installed in the home before you bought it? Yes

Symptoms

Brand: Test Brand, Model: Tester, Serial Number: 303384

4.

Submit Service Request

Select System Failure Review **Confirmation**

5.

Confirmation

Thank you! Your service request has been received by 2-10 HBW. You will receive an email with your assigned service contractor's information. We will dispatch an independent service contractor who will schedule a time, Monday through Friday during the contractor's normal business hours, to diagnose and repair your covered service request. Under normal circumstances, the service effort will be initiated within 48 hours. For any additional questions, please reference your Home Warranty Service Agreement or click 'Chat Now' in the left pane to chat with a 2-10 Service Specialist.

Service Requested: 3/15/2021

Service Fee

1. Create a service request

- Visit 2-10.com/homeowner to sign in.
- If you receive an error, call 720.531.6717 option 1 then option 6 for help.
- In the menu options at the top of your screen, select **Service Requests**.
- You can also select the gear icon in the bottom right corner of your property card to request service.
- Click the *New Service Request* card.

2. Select the appliance or system

- Select the item you'd like to request service for, then select **Next**.
- NOTE:** You may only request service for one item at a time. If you have multiple service requests, complete the first one, then repeat this process for the remaining requests.

3. Fill out the *Failure Description* fields

- You must fill in all boxes on this page.
- If you aren't sure about what to put in a required field, insert *N/A* in the box.

4. Review your service request

- Double-check that the information you entered is correct.
- The Service Fee you'll pay the contractor when they arrive will appear here.

5. Confirmation

- You'll receive your work order number, and the contractor's name and phone number.
- A contractor will reach out directly to confirm your appointment.

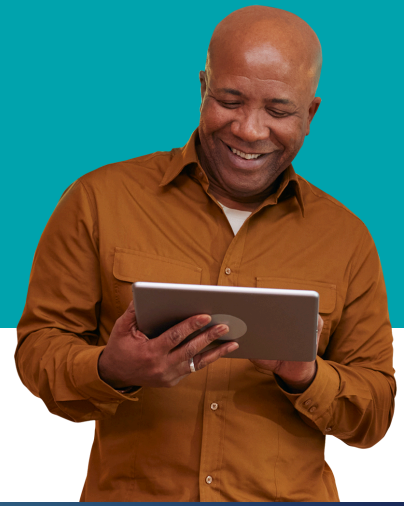
6. Check the status of your request

- After completing your service request, you can check the status on your Homeowner Portal home page.
- Select the gear icon in the bottom right corner of your property card.
- Choose *View Service Requests*.



The Homeowner Portal

Service Action Center



When a covered item breaks down, waiting on hold for a solution is the last thing you want to do. With the 2-10 HBW Homeowner Portal Service Action Center, you have the power to do more when you need to most while reducing hold times.

WHAT

the Service Action Center lets you do

1. Request status updates from contractors

When you file a claim and a contractor accepts it, you can request its status from the contractor. No more wondering or calling about where it's at!

2. Change Service Contractor

Sometimes, you need to request a different Service Contractor, due to scheduling issues, contractor inability, or otherwise. The Service Action Center makes it easier and more efficient to change the Service Contractor when necessary.

NOTE: These options become available 24 hours after we send the initial request to the contractor.

Service Request Tools

Choose from the options below if you need additional assistance.

| | |
|---|---|
| How does a service request work? | Download 'How It Works' > |
| Request different service contractor | Change Service Contractor > |
| I'd like to cancel my service request | Cancel Service Request > |
| Request reimbursement for work my contractor completed ⓘ | Upload Invoice for Reimbursement > |
| Request assistance on my open service claim from the 2-10 Leadership Team ⓘ | Claim Inquiry/Claim Escalation > |
| Get my exclusive 2-10 discount codes for appliances ⓘ | Get Discount Codes > |

3. Submit documents more easily

We've made it easier for you to submit documents for reimbursement. Whether for pre-approved Out-of-Network Contractor use, the 2-10 HBW Lock & Hardware Program, or our Appliance Replacement Offer, submitting documents is much easier.

4. Escalate claims when necessary

If your claim hasn't been addressed within seven days, you can now escalate it directly from Homeowner Portal instead of calling in.

SERVICE ACTION CENTER can reduce your hold times



CHECK
STATUSES



UPLOAD
DOCUMENTS



ESCALATE
CLAIMS

And it's only available through Homeowner Portal!

So sign in or sign up at 2-10.com/homeowner when something breaks down.

We're excited to provide you with easier ways to reduce hold times, communicate with us, and fulfill your needs. We're adding these improvements to reduce the time you spend on hold during the busy season.