

A Structural Warranty Built for Builders

Backing Your **Quality** with **Confidence** and **Clarity**



Introducing the next generation warranty booklet from 2-10 Home Buyers Warranty.

The new warranty booklet from 2-10 Home Buyers Warranty (2-10 HBW) is here! This next generation booklet takes the industry-leading coverage you know and trust, and delivers it with a simplicity and clarity that provides you and your homeowners the best protection and the best possible experience.

The Easiest to Use and Understand Structural Warranty Booklet

We believe it should be easy for you and your homeowners to understand the coverage provided by our warranty, and how to access that coverage. That's why we've reimagined the way our booklet is written and presented:



- All new look and feel, including an intuitive layout and easy-to-understand language
- More images, icons and graphical representations to more clearly define and articulate coverage
- Enhanced navigation and process descriptions, making it easy to find and interpret coverage, and clear direction on what to do should you need to file a warranty claim

Setting Clear Expectations for a Better User Experience

Setting and managing expectations is key to creating a positive experience that both you and your homeowners can enjoy. Our next generation warranty booklet aims to provide the best experience possible, and has been designed with a focus on communicating clear and understandable expectations:



- Clearly articulated coverage, responsibilities and exceptions
- Well-defined processes and timelines for when and how to utilize coverage
- Easily accessible contact information for resources available to you and your homeowners, should questions arise

Making the Strongest Stronger

We know you depend on us to protect you, your business and your reputation. That's why we've kept all the critical coverage you've come to expect from us and made it even stronger:






- Proudly providing the industry's only stated definitions for unsafe, unsanitary and unlivable
- Bolstered our U.S. Supreme Court-proven arbitration language to provide greater protection
- Still featured the industry-first definitive statement regarding coverage for soil movement and the broadest definition of structural defects that provides true and usable coverage

Your Quick Reference Guide to Critical Booklet Changes



For questions about the next generation structural warranty booklet from 2-10 HBW, please contact our Warranty Administration team by calling **855.429.2109** or by emailing **warrantyadministration@2-10.com**.

THE EASIEST TO USE AND UNDERSTAND WARRANTY BOOKLET 		SETTING CLEAR EXPECTATIONS FOR A BETTER USER EXPERIENCE 	
1	All New Language, Layout, Images and Iconography for Better Ease of Use	5	Systems Now Referred to as Distribution Systems to Reduce Confusion
2	Helpful New Customer-Friendly Overview of Warranties Section	6	Easily Accessible Contact Information for our Warranty Administration Support Resources
3	New Consolidated Sections for Warranty Types, FHA/VA Loans and Multi-Family Housing	7	Updated and Shortened Exclusions Language to Follow Insurance Industry's Best Practices to Provide Strongest Protection
4	Convenient Table of Contents and Index for Construction Performance Guidelines	8	Illustrated Claims Process and Defined Reasonable Time Based on Builder Feedback

MAKING THE STRONGEST STRONGER 			
9	Industry's First to Define Unsafe, Unsanitary and Unlivable to Better Explain Qualifying Structural Defects	11	Included Additional NAHB Construction Performance Guidelines and Removed Obligation to Seek Outside Coverage Resources
10	Strengthened Arbitration Language to Incorporate Latest Precedents and to Update Fee Responsibilities	12	Provided Education on New Construction Home Warranty Service Agreement for Systems and Appliances Protection

Learn more about the next generation warranty booklet from 2-10 HBW by visiting **[2-10.com/nextgen19](https://www.2-10.com/nextgen19)**