

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:



SERVICE

REQUEST **RENEW AND**

REVIEW



ACCESS EXCLUSIVE

PROGRAMS

2-10 HOMEOWNER PORTAL LOGIN

210

Anytime, anywhere, at your leisure!

Here are a few ways to best use Homeowner Portal.



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

If you receive an error, call 800.743.4210 ext. 4 for help.

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.

3. To access 2-10 HBW bonus programs, scroll to the bottom of the home page and select the Home Appliance Discounts button.

		Your home warranty service agreement			
2.	номе	thoroughly explained within the service your service agreement below.	provides coverage for one repair of elegislation and agreement imitations, Your availa agreement and should be referenced prior to placing a agreement and agreement and agreement and agreement and agreement agreement and agreement agree	able warranty cover is service request. Download	PRIMARY CONTACT (LDIT) NAME
	MY ACCOUNT	Service Agreement	Service A	greement (Contract) Number	Mobile
E .	LIVE FAQS	Status ACTIVE	Effective Date 7/10/2020	Expiration Date 7/9/2021	Home Office
Ð :	SIGN OUT	Coverage Details			EMAIL
		+ Air Conditioning and He	eat Pump		

	210	+ Air Conditioning and Heat Pump	
	HOME BUTTERS WARRANTY.	+ Appliances	And and
		+ Electrical, Etc.	CONTACT (EDIT
	Α	- Heating	NAME
3.	👚 номе	< Other	S PHONE
	MY ACCOUNT	+ Plumbing	Mobile
	LIVE FAQS	Purchased Optional Coverages	Home
	SIGN OUT	Ne optional coverages parchased	Office
		New Applance Disputs Terror New Cose	

Refer to your Home Warranty Service Agreement for specific coverage details, as certain items and events are not covered. 2-10 Home Buyers Warranty: In California, 2-10 HBW Warranty of California Inc.; in Florida, Home Buyers Warranty Corporation VI; in Virginia, 2-10 Home Buyers Warranty of Virginia, Inc.; in other states, Home Buyers Resale Warranty Corporation (OR Lic # 202003).

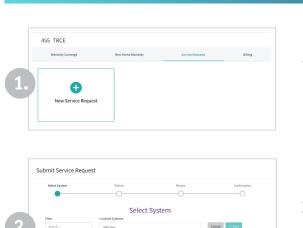




Request Service 🖄

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.



	Submit Service Reque	st			
	Select System	Failure	Review	Confirmation	
	0	•	0	0	
3.	Failure Description				
	Additional Tips and Notes • Please refer to your warranty terms and conditions for what is eligible for coverage and what is not covered.				
	Please answer the following questions:		Please enter brand, model and serial number information:		
	Was the cook top installed in the	home before you bought it?	Brand		
	Please choose all symptoms the	at apply:	Model		
	Burner(s) not coming on				

	Select System	Fallure	Review	Confirmation
	0	0	•	0
		Review Servi	ice Request	
4.		System		
	Service Fee	Eligible System Cook Top - Gas		Service Fee
		Problem Details		
		Was the cook top install before you bought it?	ied in the home	Brand Test Brand
		Yes		Model
				Tester Serial Number
		Symptoms		309384
S	ubmit Service Request			
s	ubmit Service Request	Failure	Review	Confirmation
S		Faibre	Review	Confirmation
s.		raiure	0	Confirmation
		Confirm	o	•
	Select System	Confirm n received by 2-10 HBW. You will recei contractor who will schedule a time, vice request. Under normal circumsta	nation Monday through Friday during the con necs, the service effort will be initiated	contractor's information. tractor's normal business hours, within 48 hours. For any

1. Create a service request

- Visit **2-10.com/homeowner** to sign in. If you receive an error, call 800.743.4210 ext. 4 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.

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INTRODUCING 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 2-10 HBW's 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.

3. Submit documents more easily

I want to request reimbursement for work my contractor completed

Service Request Tools

How does a service request work?

I'd like to cancel my service request

I'd like to request a different service contractor

I want to request assistance from 2-10 HBW

Choose from the options below if you need additional assistance

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 or eliminate 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.

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Escalate Clair