**NHSCA Monthly Update**

**Thursday, Oct. 3, 2019 at 2:30 pm CDT**

**2-10 Home Buyers Warranty:** Jacqui Crockett

**American Home Protect**: Corinne Maples

**American Home Shield** **Companies:** Mark Celichowski

**American Water Resource/Pivotal HS** – Pat Wodack, Meghan Boyle

**Fidelity:** Lorna Mello

**First American Home Warranty**: Jeff Powell

**HMS/Cross Country**: John Walsh

**Nations** **Home Warranty**: Rick Huskisson

**HWA/Direct Energy:** Michael Longoria

**NHSCA Staff:** Art Chartrand, Joy Moore

**Roll call was taken, and a quorum was present.**

**Choice Home Warranty**

The Arizona AG has filed against Choice Home Warranty on the basis of thousands of consumer complaints. Chartrand has reached out to Fox 10 TV reporter Linda Williams and to the Arizona Republic paper to discuss and educate them; that we recently implemented an accreditation program; and that Choice is NOT a member of the Association. We have our lobbyist David Childers on the ground who understands the politics in Arizona. Chartrand has reached out to him to discuss options on reaction and posture. Childers is hesitant to make any inquiry at this point but will attempt to resolve if the AG is just after Choice or has further intentions. Chartrand noted, if this spreads to other states, it could be a real concern for our members. Reaching out to the AG may make sense, but we will proceed cautiously. Chartrand will email the recent news link and actual AG complaint to all members. If a member is contacted in regard to this or anything in Arizona, be sure and let Chartrand know.

**Website Update**

Chartrand informed members of new menu changes on the NHSCA website. The “for homeowners” link is now called the “Consumer Center.” A few other changes were implemented to further assist in navigating the site. Our vendor is working behind the scenes to keep the site up to date with the recent version of WordPress.

**Accreditation Program**

Three of our members are immediately approved since they have previously gone through the program. Three more members have sent in their application. Chartrand reminded members to file their application before the end of the year. As members are approved, Chartrand reminded everyone to use the new accreditation logo on their marketing materials.

**Home Advisor**

Chartrand asked members if anyone had any contacts with Home Advisor he could reach out to. The collective group is getting very big and he feels it is time to engage them. There were no objections to pursuing.

**HomeServeUSA**

After several attempts to set a meeting, it now appears the second or third week of November is a possibility for an in-person meeting in Norfolk, CT with Jon Seem and the HomeServeUSA staff. We all understand the implications and need to address their posture given their acquisition of AHG.

**Delaware**

The issue is the recent Bulletin No. 5 issued by the DE DOI, indicating that service contracts are now defined as insurance. Our intent is to propose the NAIC model. Chartrand has talked to some lobbying firms. Chartrand will work with the NHSCA executive team to make the decision on how to approach. He is recommending we employ someone initially at $5000. There were no objections.

**Nevada**

Chartrand spoke to Commissioner Richardson by teleconference on September 30. She now feels we must take care of our issues by statute. However, the legislature does not meet in 2020. We argued apparently convincingly the refund and cancellation issues could easily be handled by regulation. We urged she at least issue an opinion letter to handle the cancellation fee and refund issue. At the Nevada Expo on September 26, Chartrand heard from some of our member NV reps they actually “like” the 24-hour rule and they even advertise to it. Chartrand suggested members check with their local reps on such representations as they conflict with our national position taken for many years.

**Arizona**

Chartrand has not received any further changes to the language he sent out. He and Childers are meeting next week to finalize the draft with plans to recirculate to all members by the week of October 21. Obtaining sponsors, DOI input and SCIC sign off are next in order. Mark Celichowski has volunteered to help with the SCIC support.

**Kentucky**

Chartrand sent out the proposed regulatory changes to the Counsel’s committee for review. It does not appear anything new is being proposed. The majority of changes include moving the language around to condense the statute and help with flow but there are no substantive changes to be concerned with at this time. If anyone disagrees, please let Chartrand know immediately.

**SCIC**

Our liaison, Celichowski will share our positions with SCIC. We want to know early if they have issues with what we are proposing in the various states.

**Texas**

NHSCA Lobbyist Parker and Chartrand met with Tony Schlagle, Deputy Director of TREC during the TAR Conference in early September. A good personal relationship unfolded and he appears to understand the industry better. He appeared willing to move on the reserve formula and mid-year filing by regulation deferring other matters until the 2021 legislature. Schlagle indicated he is looking at ways to help consumers choose the right contract and raised the issue of his Department issuing comparative advertising charts. Chartrand told him that was not a good idea.

**DC**

Hopefully members are registered now. Chartrand reminded members to watch for letters from DC staff requesting information i.e. financial audits, that are not in the statutes. Several members have already received such requests from DISB. Members can voluntarily supply the information, but best members question legal authority for the request first which usually stops the request in its tracks.

**Iowa**

SB 619 included in the service contract definition the provision to allow indemnification. It was signed into law by the Governor.

**California**

Mike Belote has offered to do an advance webinar on California new privacy laws. The new law is effective January 1. Belote noted CA is looking at another round of rules to add to The Privacy Act in November. Members may call him with any concerns or questions.

**Annual Meeting Update**

A great property in Booth Bay Harbor, Maine is now being considered rather than Hilton Head, NC. Staff is working with the hotel currently and the room rate will be in the $275 range. The meeting dates remain at the target of June 10-11, 2020. Chartrand has been to the property we are considering and says it is fabulous! Manchester or Boston will be airports to consider when making travel arrangements. Chartrand reminded members vendors are invited and there will be a breakfast roundtable and presentations made during the morning portion of the day with our meeting starting mid-morning. More details to follow.

Meeting adjourned at 3:00 pm CDT.

Next meeting will be Nov. 7 at 2:30 PM CDT