

NHSCA Monthly Update
Thursday, November 7, 2019 at 2:30 pm CST

2-10 Home Buyers Warranty: Jacqui Crockett, Lindsey Iten

American Home Protect: Corinne Maples

AHG Home Warranty: Chad Forbush

America's Preferred Home Warranty: Rodney Martin

American Home Shield Companies: Mark Celichowski

American Water Resource/Pivotal HS – Pat Wodack

Fidelity: Lorna Mello, Adrienne Giacolone

First American Home Warranty: Jeff Powell, Zach Zaharak

National Home Guaranteed: Richard Adams

Old Republic Home Protection: Chris Wasson

HWA/Direct Energy: Michael Longoria

NHSCA Staff: Art Chartrand, Joy Moore

Roll call was taken, and a quorum was present.

Lorna Mello made some welcoming comments and noted the officers upcoming meeting with HomeServeUSA on November 20 as well as the officers retreat in Kansas City on November 21 with the executive management transition committee.

Accreditation Program

Chartrand encouraged members to contact him and to get their accreditation application in by end of the year. May 1, 2020 is the deadline to complete the program without a fee. Chartrand is predicting the program is going to be important and pivotal with regulators and the industry. It already is.

Market Data Reporting Update

Chartrand reminded members we are the leaders in the industry and we may have to collect more data at some point. Being able to distinguish the growth of the various sectors of the industry between whole home and single or cafeteria contracts is becoming more important. Data collection will certainly be on the agenda for the upcoming HomeServe meeting. One of our members has suggested we report data semi-annually or annually rather than quarterly. Annual data is the only data that Chartrand sites to media to give them a general overall idea of the industry. This is a new issue. A straw pole indicated most preferred retaining quarterly or semi-annual reporting. After discussion, Chartrand asked members to think about the idea and make a motion at the next meeting.

Transition Committee

The officers on the transition committee are meeting in Kansas City on November 21 to discuss the future of the NHSCA, priorities, and what is on the horizon. The committee will finalize early next year and distribute to members. The actual vote will be taken at the

2020 annual meeting. The first step was to have an open frank discussion with the transition committee leading to the final vote in June 2020.

HomeServeUSA

An extended teleconference was held today to address their posture given their acquisition of other member companies. An in-person meeting in Norfolk, CT with HomeServe leadership team is scheduled for November 20, 2019.

AG Action in Arizona

Chartrand has asked NHSCA lobbyist Childers for a copy of the answer from the AG when it is available. A local KC TV channel did a piece on the Arizona action. Members noted that they have not seen any coverage in their areas. Mello suggested the NHSCA speak to the Arizona AG's office. Chartrand agreed we should engage the AG's office. However, Childers has suggested we proceed cautiously and wait. Chartrand wants to defer to him since he knows the political posture of the state. Chartrand will let members know the status as soon as he hears from the lobbyist. Mello offered to be included in an in-person meeting with the Arizona AG if need be. Chartrand is watching this closely.

Delaware

The recent Bulletin No. 5 issued by the DE DOI has fallen apart. Chartrand will keep a left eye on it, but it appears no model bill is moving forward. Chartrand will dismiss our lobbyist and negotiate a smaller fee for their research.

Nevada

Good news. Our main issue has been resolved. The Commissioner agreed to issue a bulletin reversing their position and now agreeing to deducting claims in the event of a consumer cancellation. An opinion on a \$50 reasonable cancellation fee is also expected any day. Our lobbyist will make suggestions on whether we should pursue other legislation in 2021.

Arizona

Childers has sent the language to the Legislation Drafting Office excluding preexisting conditions and making other corrections. As soon as Chartrand receives back from Childers he will send out to all members. It is expected early next week.

Annual Meeting Update

Spruce Point Inn in Booth Bay Harbor, Maine is the location of our 2020 annual meeting, Meeting dates are June 10-12 time period with the actual meeting on June 11. Chartrand reminded members vendors are invited and there will be breakfast roundtables and presentations made during the morning portion of the day with our meeting starting late morning. Final agenda may depend upon how many vendors respond. We continue to receive calls from vendors wanting to sponsor our breakfast or dinner. Staff has a list in

progress. Details and logistics of the meeting will be sent to members after the first of the year. Let staff know of other vendors or players in the home warranty space that we might invite.

Meeting adjourned at 3:00 pm CST.

Next meeting will be December 19 at 2:30 PM CST