

NHSCA Monthly Update
Thursday, Sept 1, 2022, at 3:00 pm CST

2-10: Jacqui Crockett, Lindsey Iten
AFC Home Club: Randy Reis
America's Preferred Home Warranty: Phil West, Brendan Morgan
Cinch Home Services: Sloane Levy
Fidelity: Lorna Mello, Adrienne Giacalone
First American Home Warranty: Andy Hand
Guard Home Warranty: Sergey Spisovskiy, Mikhail Koval
Old Republic Home Protection: Jim Mullery

Guest: Matan Slagter, Armadillo Home Solutions

NHSCA Staff: Pierce Haley, NHSCA Executive Director
Joy Moore, NHSCA Administrative Staff
Allie McGerigle, NHSCA Legislative & Regulatory Counsel

Roll call was taken and there was a quorum present.

Opening Comments – Hand

Hand reminded members summer is not over and the heat is up once again in southern California. He noted in his opening comments that since the national meeting took place in June, the association has recruited a new member, (attending the call today), the budget is in good shape, and the association is sitting better than we were last year at this time financially. He noted the NHSCA is a healthy organization that continues to get stronger. He also recommended to members the association consider forming small groups to address issues that were brought up at the national meeting.

New Member Recruitment

Matan Slagter with Armadillo Home Solutions has applied for membership and joined the call to introduce his company to members. Slagter is the founder of Armadillo. He came from the life insurance industry and spent about a decade at AIG before he started his home warranty business just after the COVID pandemic hit. Armadillo is a young company. Most partners and investors are from Louisville, Kentucky. A motion was made by Reis to approve the application to become a local member in the NHSCA. Second by Mello. The motion passed unanimously.

Results of the 2022 Home Warranty Conference

Haley noted the conference was a success. The conference broke even, but it paid for our annual board meeting. In other words, the association did not incur the "normal" annual meeting expenses it would have incurred. Several members commented how smooth the conference went and indicated they heard many attendees say they were surprised this was the first year for the conference since it was so well orchestrated. Hand noted the size of the conference worked in our favor and has brought a higher level of interest from start-ups and even previous members considering rejoining such as Frontdoor.

2023 National Meeting Update

Moore noted a site visit is planned for Park City, Utah in September. Moore has received proposals from both the Grand Summit and the Sheraton and noted both hotels are in the \$250-\$300 a night price range and have availability for the first week in June 2023. More to follow on the next monthly call.

Market Data Collection Update

Hand noted, as discussed at the annual meeting in June, the association is looking at a different way to collect data in a single sheet that gives a good view of the market and does not expose any one company's data. Several examples were cited. Spisovskiy and Koval with Guard HW along with Hand will be meeting at the end of September to further the conversation. Hand noted they will also talk to previous "national" NHSCA members to validate some of the ideas since those companies had issues and left the organization partially due to the current data collection method. There are still several companies needing to submit Q2 2022 data. As soon as they are received the summary will be compiled and distributed to the participating members.

Legislative Update

NJ S-902/A-1559

Haley noted the law we have been fighting was as successful as it could have been. But the association will ultimately have to go thru the regulatory process to find out what kind of disclosures are going to be needed as well as any financial assurances. The NHSCA New Jersey lobbyist, Public Strategies Impact, along with Haley will work together as needed.

AZ R20-6-407

We received everything we wanted. The association will stand down and consider Arizona a victory!

Nevada

Haley noted the association continues to oppose the collection of data using SERFF. Haley continues to reach out Deputy Commissioner Stosic to schedule a meeting.

Home Services Summit – Sept. 21-22

Haley invited anyone who has reps in Salt Lake City to attend the upcoming Summit and gather any pertinent information for our organization as we continue building and developing the NHSCA home warranty conference.

SCIC Update

T. Moore and Haley continue to establish a healthy relationship and work together on joint efforts.

Call adjourned at 3:31 pm. The next regularly scheduled Zoom call will be Oct 6 @ 3:00 pm CST.