

NHSCA Monthly Update
Thursday, Oct. 6, 2022, at 3:00 pm CST

2-10: Jacqui Crockett, Lindsey Iten
AFC Home Club: Randy Reis
American Home Protect: Ashley Altick
America's Preferred Home Warranty: Rodney Martin, Phil West, Brendan Morgan
Armadillo: Matan Slagter
Choice: Brian Tretter
Cinch Home Services: Sloane Levy
Fidelity: Lorna Mello, Adrienne Gaicalone
First American Home Warranty: Andy Hand
Guard Home Warranty: Sergey Spisovskiy, Mikhail Koval
Old Republic Home Protection: Jim Mullery, Maria Popp
OnPoint: Chris Smith

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.

New Member Recruitment - Haley

Haley spoke to Jeff Fairman with Frontdoor, Inc. They have expressed an interest in rejoining. Crockett noted there should be a way to be more inclusive rather than exclusive for the previous member companies that are wanting to rejoin the association. The issue of accreditation, data collection and lobbying fees will be up for future discussion. It is the intent of the association to streamline the member process to have a more comfort level with what we are doing with member resources. The officers will continue to meet to achieve that goal.

2023 National Meeting Update

It was announced that the 2023 NHSCA Annual Meeting/ Home Warranty Conference will be held at the Grand America Hotel in Salt Lake City, Utah on June 6-8. Moore noted it is a spectacular location and venue. Easy access to the airport will be welcomed by attendees! Everyone will love it! The previous vote at the meeting in June last year for Park City was overridden due to easier access to SLC. Just as the format was last year, the NHSCA board meeting will be held on Tuesday, June 6 with a full day of the warranty conference on June 7 and ½ day on June 8. Negotiations are in place and a final contract with the hotel should be completed within the next week.

2024 National Meeting/Home Warranty Conference

Haley requested discussion from members on where to hold the 2024 NHSCA Annual Meeting/HW conference. Haley suggested Nashville, TN and no member on the call vocalized against the idea.

(Side note after the call: Mullery suggested the association avoid the dates of June 8-11, 2024, because the CMA Musical Festival will be in town) Staff will begin researching hotels to consider.

Market Data Collection Update

Subgroup, Levy, Spisovskiy, Koval & Hand met this month to further discuss a different way to collect market data. The goal is to provide unnamed aggregated data, but also good information for our members companies.

Hand will share notes with the members on what the subgroup has discussed so far via email. Questions such as what type of data and how frequently were considered. Members currently report quarterly, should that change to bi-annually? Should the reports be factoring in certain coverages, or count by unique property location? The goal is to give members an easy way to report. The subgroup plans to have an option for members to vote on by the end of the year so new data reporting will begin Q1 2023.

Legislative Update - Haley

NJ S-902/A-1559

NHSCA New Jersey lobbyist, Public Strategies Impact, along with Haley are continuing to work together on what kind of disclosures are going to be needed.

Nevada

Haley finally had a conversation with Deputy Commissioner Stosic. He has taken a figurative change in direction and is no longer pushing SERF. He wants to work collaboratively with us and get answers from our members on what they want. This will likely be a 2-year process. Haley will be reaching out to members to get their input.

SCIC Update - Martin

Martin noted to members the new entity of SCIC supporting the home warranty industry is being managed by Tom Keepers, former NHSCA Regulatory Counsel, Travis Moore along with a paralegal. Martin will provide Haley the SCIC member list of home warranty companies. Martin noted the annual SCIC conference is Oct. 19 & 20 in Las Vegas, NV.

States that SCIC are pursuing:

CA – top of the list

OK –

NJ

IL

NV

TN – HB2114- Effective 7/1/22 As enacted, makes it a violation of the Tennessee Consumer Protection Act to advertise a home warranty to consumers in this state, or issue or deliver a home warranty to consumers in this state, without explicitly stating in written detail what items will be

covered and fully paid for by the home warranty. West noted this bill is broad and vague. Haley will communicate and further investigate with SCIC folks.

Extended Warranty Innovation Conference

Mullery will be attending the Innovation Conference in Nashville Oct. 17-18. Several of our members will be speaking. Haley requested anyone who attends to report back to the group on how it was perceived.

New business

Haley noted the officers will be discussing the idea of having an officer's retreat again this year in December. He noted it would be very helpful in planning the agenda for next year's meeting and conference.

Haley asked members to send to him any issues that may be costing them money that they want the association to pursue. Bills will be starting to get filed in November. If there becomes a need, lobbyists will be hired as necessary and voted on by the members by consensus as is the current protocol.

One issue that has come up is approaching the states that require CPA Audits. They are not needed and are very costly.

The meeting was adjourned at 3:30 pm. The next regularly scheduled Zoom call will be Nov. 3 @ 3:00pm CST.