

**NHSCA Monthly Update**  
**Thursday, July 6, 2017 at 2:30 pm CST.**

**2-10 HBW:** Mike Bartosch,  
**AHG Home Warranty:** Chad Forbush  
**AHS/Landmark/HSA:** Tom Courtney, Mark Celichowski  
**America's Preferred Home Warranty:** Mike Sadler  
**Fidelity:** Billy Jensen, Chris Wasson  
**First American:** Jeff Powell  
**HMS/Cross Country:** Dale Huber  
**Home Warranty of America:** Elizabeth Borges  
**National Home Guaranteed:** Richard Adams  
**Old Republic Home Protection:** Gwen Gallagher, Lorna Mello

**NHSCA:** Art Chartrand, Joy Moore

**Brief Highlights:**

**1. Request on SERFF from Nevada**

All members doing business in Nevada have received this survey. The intent is to determine whether any big deal with requiring all companies to use SERFF for filing with states. Chartrand noted any objection is largely based upon principal as participation in SERFF is an NAIC system for insurance companies. However, it appears at least five states may be requiring now. It was noted several members felt SERFF actually was easier than hard copy filing. Chartrand wanted to be sure if any smaller members had objections. None were noted. Based on the discussion that there were no real objections and that this requirement was well down the road, it appeared no reason to object.

**2. AZ/NV Update on Cancellation issues**

Lorna Mello joined Chartrand for follow up call with Arizona Dept. on June 26. The call was cordial and softened from the previous Department posture to base objections to helping upon complaint data. The complaint data does not support a problem with our industry and members though may indicate some problem with a few defunct companies and problem providers. The focus shifted to how much money the lack of deduction of claims paid costs us. Chartrand noted that when member reports indicated easily in excess of \$200,000 annually, he quit pressing for data. DOI staff seemed to fail to appreciate the nature of our industry and that such cost well justified the hiring of a lobbyist to amend the law to override the Arizona regulation. Deputy Klug indicated they wished to first send us some specific written questions which we have yet to receive. A similar meeting with Nevada is in process but looks more encouraging as staff have been more receptive and a change there simply requires a change in interpretation, not a change in law or regulation.

**3. Iowa Resolution and Legislation**

The current law prohibiting the payment of incidental indemnity was protested by NHSCA and received a favorable response. We received a no action letter by the Department and they will be adding a legislative amendment to correct the law. They only asked our support to amend the law. It will not likely require the need for an outside lobbyist unless the proposal gets off track.

**4. Website Notes and SEO Call**

A conference call has been set August 3 at 1:30 pm CST with Rodney Martin, Scott Schorter and members interested in learning how to defeat campaign ads showing up on the Internet by the bad players in the industry. The call will be one hour prior to the regularly scheduled monthly call on the same day. Staff will send out a reminder.

Chartrand reminded members to contact staff if they see any issues, broken links or incorrect data on the website that need to be addressed. It is a very large and robust site and is always in need of improvement and updating.

**5. Consumer Reports Article**

Chartrand reported he had been working for some time with reporter, Tony Giorgianni to enlighten and soften the CR stance toward home warranty. Much progress had been made to alter their total “don’t buy” attitude, to what you should know if you do. The CR article entitled “**What to Know about Buying a Home Warranty**” originally published on June 28, was fairer and Tony made a few minor changes to the published version since then at our request. He indicated that while he was more open, some of his editors were not. More progress will be nurtured, but the overall stance of CR to home warranty has notably improved.

**6. New Mexico Sales Tax**

Members had indicated various interpretations and postures on sales tax collection in New Mexico. Chartrand suggested the tie had perhaps come to resolve once and for all. Bartosch suggested the issue be tabled until next month after all members had checked with their staff on current interpretation and practice. All agreed.

**7. California Meeting with Legislators**

As of today, it appears Bartosch, Mello and Chartrand will do a round of meetings with legislators August 22-23 to explore any opening or opportunities. Exam cost relief will be high among the issues raised.

**8. Market Data Reports**

Staff reminded members the 2017 Q2 Market Data Collection Report is now due for those members who are participating.

Call adjourned at 3:00 pm CST.

**Next Call: Thursday, Aug 3, 2017 @ 2:30 pm CST, just following the Web/SEO open discussion at 1:30 pm CST.**