

NHSCA Monthly Update
Thursday, February 4, 2021 at 2:30 pm CST

2-10: Jacqui Crocket, Lindsay Iten
AFC Home Club: Randy Reis
American Home Protect: Ashley Altick
APHW: Rodney Martin, Phil West
Fidelity: Lorna Mello
First American Home Warranty: Andy Hand, Zach Zaharek
American Water Resources: Pat Wodack
Frontdoor Group: Stephen Bracy
HomeServe: Grace Power
Old Republic Home Protection: Gwen Gallagher, Frank Caballero
HWA/Direct Energy: Paolo Berard, Michael Longoria

NHSCA Staff: Art Chartrand, Joy Moore

Roll call was taken, and a quorum was present.

Election of Officers

Rodney Martin – President
Jacqui Crockett – Vice President
Andy Hand – Secretary/Treasurer

There were several offers to serve as Sec/Treasurer which included Andy Hand of Frist American, Corinne Maples of AHP and Jim Mullery of ORHP. All are qualified and the members expressed their appreciation. Hand made a presentation and the others chose to defer to a later date. Martin made a motion and Gallagher second to accept the above slate of officers. The motion passed unanimously.

Whole HVAC Unit Replacement Program

An all-member call will be rescheduled per the request of the Advisory Council. Chartrand noted this presentation to offer exclusive pricing for members with a vendor named MR. Cool was exactly the screening and offering process envisioned as a function of the Advisory Council. The call is open to all members interested.

National Meeting Update (June 16-18, 2021- Boothbay Harbor, Maine)

We need to commit within the next 30 days on the room block and food and beverage deposits. Based upon our recent email survey of members, at least six members and staff indicate they are ready, willing and able to attend. Three members are in a wait and see mode. Chartrand recommended we go ahead and hold the meeting in-person with

accommodations for others to join via Zoom. It was also agreed the meeting be expanded to allow Advisory Council members to attend as we are looking at a potential affiliate membership with them. This will also help us with our room block. The membership will still have most of the Thursday prime meeting day to themselves but potential affiliates will meet separately and join us for social hour and dinners. Government rules for flying without proof of vaccination could be an issue. We will monitor and respond accordingly. Members would like staff to check on how the Spruce Point Inn is handling social distancing and sanitization in a COVID world.

Membership Structure & Data Reporting

Chartrand proposed a discussion meeting for Wednesday, February 10 @ 10:00 am CST via Zoom call. Staff will send an invitation to all members to participate in the discussion. Chartrand will send out the recent summary of the last call to everyone. If members cannot attend or have a strong opinion, let Chartrand know so the meeting can be rescheduled. Martin noted it was important for members of all views to participate so we might find common ground on both our voting membership and data collection.

State Updates

Oklahoma – Ron Peterson

The 58th legislative session of Oklahoma kicked off on February 1. Lobbyists have met with our author, Senator Marty Quinn, Chairman of the Senate Insurance Committee and he has requested the bill be heard in the Senate Business, Commerce and Tourism Committee. The deadline for bills to get out of Committee is February 18. To date, Senator Quinn has heard of no concerns dealing with the bill. We are working members of the committee for their support. In addition, we have secured a commitment from the senate Business and Commerce chair that he will hear the bill. Feb 18 is the deadline for shell bills to have substantive language and February 25 is the deadline for bills to get out of committee.

California – Mike Belote

The bill introduction deadline for the 2021 legislative year in Sacramento is set for Friday, February 19. Approximately 60-70% of all bills for the year are introduced in the week leading up to the deadline. We will read and evaluate all bills for potential impact on NHSCA member companies and report by the end of February. At this point we are not aware of bills of major import, unless there is company interest in regulation of auto-renew contracts, as AB 390 (Berman) has been introduced on this subject. This is a reintroduction of a bill which was held last year due to the COVID pandemic.

We have also been approached by staff to an Assembly member who was considering a bill to license and regulate home inspectors. The staff member asked if such a program

would affect home warranty. After the outreach from the staff member, we were advised that he had left the employ of the Assembly member, so we are not sure whether the member is still interested in the subject.

Nevada – John Sande & Matt Robinson

Language continues to be redrafted. It will be a major victory if we get even half of it passed. Senior staff are fine, lower level staff are the ones who are having issues. Chartrand is having another extended drafting session with Cmsr Richardson and staff tomorrow. After that point, any differences of language will be up to the legislature. Richardson has offered to work with us to totally separate “home” warranty from NRS 690C which currently covers all types of service contracts. We offered this option this past summer but the Nevada DOI stalled the effort. Separating home is promising but now will not be possible until the 2023 session. We remain well aware of the omnibus AB 45 bill which has totally unacceptable language on sale representatives. The DOI has indicated they will pull such language as our bill progresses.

Texas – David Parker

As the Texas legislation session completes the 3rd week it looks like we will learn of the critical House Committee appointments this week, most importantly the Licensing committee. Pinning down our strategy on both the TDLR/TREC Sunset effort as well as our possible deregulation bill (HB2403 from last session) will be important to ensure we are on the same page. Chartrand reported we received intel that the TDLR bill being led by SCIC was not on track. Meenan at SCIC assured us twice via email they had the bill under control and moving ahead. The sponsor is will not likely allow us to pursue our bill and the SCIC TDLR bill simultaneously as he wants us in harmony. The Officers and Chartrand agreed our best approach was to remain fully supportive of the SCIC TDLR bill.

Arizona – David Childers

Our bill is on to the Governor’s office. This primarily dealt with updated language to allow pre-existing condition exclusions. [Applause]

Accreditation

We extended the deadline to May 1. The program remains voluntary. Chartrand has vowed to work with all members to get accredited. 100% accreditation is not only very desirable, but very possible. Accreditation after the deadline will proceed but at a cost currently estimated to be \$7500.00. All members who have been accredited can attest that issues which were discovered would save them far beyond that amount. The process is a positive one. Chartrand reported that its very existence has been big positive with regulators.

NHSCA Monthly Conference Call
Thursday, Feb. 4, 2021

Merchants Advocate is on the NHSCA Advisory Council. NHSCA has gotten \$2000 in overrides from this relationship. This type of arrangement, and hopefully more of them in the future, are what helps the NHSCA. If you have not been contacted and want to talk to Merchants, let Chartrand know. There is never an obligation, but these opportunities present potential win, win, for all.

The meeting adjourned at 3:15 pm CST. Next call is scheduled for March 4, 2021.