

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

2-10: Jacqui Crockett, Lindsey Iten
AFC Home Club: Randall Reis
American Home Protect: Ashley Altick
America's Preferred Home Warranty: Rodney Martin, Phil West, Brendan Morgan
Choice Home Warranty: Jim Mostofi
Cinch: Sloane Levy
Fidelity: Lorna Mello, Adrienne Giacalone
First American Home Warranty: Andy Hand
Guard Home Warranty: Sergey Spisovskiy,
HWA: Heather Cone
Old Republic Home Protection: Frank Caballero

NHSCA Staff: Pierce Haley, Executive Director
Art Chartrand, Of Counsel
Joy Moore, Admin.
Travis Moore, Sr. Legislative & Regulatory Counsel
Advisory Council: Randy Whitehead, NSA

Roll call was taken, and a quorum was present.

State Updates

NJ – A1559/S902

T. Moore attended the virtual hearing today in the Assembly Consumer Affairs Committee on behalf of the NHSCA for A1559 and S902. The hearing for both amendments was for discussion only, there was no vote taken. T. Moore will send the updated amendments to all members. Haley noted the NHSCA is on the list to obtain a meeting ahead of a vote so we will be able to have our complaints known.

AZ – R20-6-407

NHSCA has submitted supplemental comments to the January 5 stakeholders' meetings. We continue to wait for word from the DOI on how they wish to proceed. At a minimum, they must formally submit a Supplemental Rule Making Proposal before moving forward. That will give us another chance to request a hearing if the updated rule is not acceptable. T. Moore sent out a copy of our commitment via email on Feb, 1, 2022.

NH – SB206

The bill was amended and passed out of committee. The amendment removed the problematic language regarding prior authorization and is no longer a concern.

Nevada Update - Haley

Haley continues to pursue a meeting. He and the DOI are playing phone tag.

SD - SB160

Primarily an auto bill. A MPPA bill (one of the SCIC entities) that adds surge protection to the current statute. The full bill was attached on Feb. 1 from T. Moore.

Texas - Haley

A private investment company requested FOI's from our members. Our members have rejected the request and TDLR has filed a complaint with Attorney General. Haley noted Feb. 28 is the earliest date the AG could rule in our favor. Until he rules, each individual company will not get a response.

Other states (*See regulatory update from T. Moore*)

Report on Home Warranty Conference 2022 – Whitehead

Whitehead informed members he has purchased CVENT software for the conference registrations. He noted the software will be able to print badges on site for registrants. By Monday, February 7, the credit card processing function should be up and running. The registration page should be functional and ready to take registrations as well. The website is scheduled to be launched on February 21.

One of the most pressing needs currently is establishing a fee structure. Whitehead and the conference committee are meeting next week to finalize. The NHSCA Advisory Committee is scheduled to meet next week so the plan is to have the fee structure in place and be ready to launch a full marketing plan by then so sponsorships will be immediately available.

Haley reminded members the dates for the NHSCA Annual Meeting/Home Warranty Conference are June 7-10th in Santa Fe, New Mexico at Hotel Santa Fe Hacienda & Spa.

Martin would like to encourage NHSCA leadership to remember the end game for the conference is to be successful.

SCIC Update

West reported SCIC continues to try and figure out the structure of the organization and how to proceed.

New business

Choice HW announced they recently acquired Direct Energy, an asset of Home Warranty of America. Choice will continue to sell HWA contracts as a stand-alone brand. HWA will continue their membership with the NHSCA for now.

NHSCA Monthly Conference Call
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Chartrand noted the accreditation page has been finalized and should be up on the NHSCA website as a link on the member directory page. A star will be placed by each NHSCA member name in the member directory identifying which members are accredited.

National Home Warranty Day is Feb. 10! (*It's Jacqui's birthday too!!*)

Call adjourned at 3:40 pm. The next regularly scheduled Zoom call is Thursday, March 3 at 3 pm CST.