

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

**2-10 HBW:** Mike Bartosch, Lindsey Iten  
**AHG Home Warranty:** Chad Forbush  
**AHS/Landmark/HSA:** Tom Courtney, Mark Celichowski  
**Fidelity:** Billy Jensen, Chris Wasson  
**First American:** Andy Hand  
**HMS/Cross Country:** Dale Huber  
**National Home Guaranteed:** Richard Adams  
**Old Republic Home Protection:** Lorna Mello  
**OneGuard Home Warranties:** Dave Hill

**NHSCA:** Art Chartrand, Joy Moore  
**America's Preferred Home Warranty:** Rodney Martin, CEO  
**Longbow Partners:** David Parker, NHSCA Lobbyist (Texas)

**Brief Highlights:**

Application for membership. Bartosch welcomed and invited Rodney Martin, CEO of America's Preferred Home Warranty (APHW) to tell members about his business.

**America's Preferred Home Warranty:** Rodney Martin is CEO. He was referred by current NHSCA member, Lorna Mello. APHW is a Christian-based company founded in 1999, purchased by current owner in 2005, with corporate offices in Jackson, Michigan and approximately 80 employees. Most of their business is in Kentucky, Tennessee, North & South Carolina, Michigan and Ohio. They are currently licensed in thirty states. Rodney resides in Atlanta, Georgia with his family. He is a graduate of The University of North Carolina with an MBA from Indiana Tech.

**Executive Session:** After discussion, there were no objections from members to accept the application. Mello made a motion to approve APHW's membership application, Adams seconded the motion. Motion passed. Staff will notify Mr. Martin.

**Texas (TREC to TDLR):** Chartrand noted the SCIC bill, HB 2279, has been scaled back. David Parker, THSCA lobbyist and Chartrand have a conference call with Steve McDaniel April 7 at 10:00 am. Chartrand noted some of the more problematic issues have been removed. He has sent a bullet point summary via email to all members for review. There is a House Committee hearing on Monday, April 10 in Austin. Chartrand reminded members the Association posture is to just keep an eye out for anything that would adversely affect the home service contract industry. This is not a NHSCA bill and our Parker will continue to monitor. Chartrand should know more after the call tomorrow. It is Chartrand's understanding that members would be fine with a deemer clause on form filing and getting rid of rate filing. If that is not the case, let Chartrand know.

**Cancellation Issue:** An issue was raised by one member as to who do you return the money to, after closing, upon cancellation in a resale transaction. All agreed it would be the contract holder as consistent with most state laws, even though the seller purchased it. Any contract written to return the money to the purchaser should be revised.

**24/7 800 Numbers:** Chartrand noted many state laws require the industry to have 800 numbers available to consumers to call 24/7. Chartrand has always considered this to be a "live" person 24/7. He understands some members may not have that ability or practice, but consumers should

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have the opportunity to speak to someone within the company rather than just a recording that may or may not be monitored. This information is imperative for Chartrand to know so he is not giving state regulators inaccurate information. Chartrand asked members to notify him of their policy and practice if it is different.

**Update AZ & NV Complaints & Initiatives:** Chartrand reminded members the complaint issue is the hurdle to moving forward with regulation changes in these states. FOIA's were sent to both states and NAIC data was collected. Chartrand analyzed and summarized the information collected and discovered home service contracts are not the source of major complaints as they alleged. Both states appear embarrassed by the finding and are sitting quietly. Neither have immediately accepted the invitation to meet with Chartrand and discuss further, but Chartrand will press for resolution. Members are welcome to a copy of Chartrand's data summary.

**Virginia Legislative Initiative:** The effective date of January 1, 2018. The VA BOI will likely require one-half year information next year, but we are trying our best to get them to lay off as a pointless effort.

**California:** Local counsel Belote was unable to make the call. Chartrand reminded members examination cost and frequency is our battle. He asked Belote for ideas on how to advance the cause forward. It was decided the best route to take would be for Chartrand and one or two NHSCA members from California to meet with state legislators. Members who are interested please contact Chartrand.

**Florida Offset Legislation:** Lobbyist David Roberts continues to work on our behalf. No news to report.

**Website Update:** Thank you to members who continue sending us feedback on the new website. User name and passwords have stayed the same for the member log-in area. If anyone has lost theirs, give Moore a call.

**Annual Meeting Update:** According to staff, the only members not planning to attend are Nations and Universal. **We are planning on a great meeting and turnout!**

Call adjourned at 3:00 pm CST.

**Next Call: Thursday, May 4, 2017 @ 2:30 pm CST.**