

Nobody wants to be faced with a claim situation, especially new home buyers.

Please read your warranty policy carefully to find out what is specifically covered; including any conditions, exclusions, expiry dates, or claim reporting cut-offs that you need to know about. Since not all deficiencies and defects with your new home are covered – such as non-completed items and contractual issues – it's always a good idea to read your warranty policy in full. It's also important to keep all relevant documents and correspondence between you and your builder, as these may be requested during the claims process. Finally, remember that your home warranty stays with the home, no matter who owns it.

▼ WHEN TO FILE A CLAIM

Are you faced with a situation and considering filing a claim? Before contacting us, please ensure:

- Your home warranty coverage has not expired
- Your reporting period to file a claim has not passed

In addition, BC Housing's Residential Construction Performance Guide is an excellent tool to assist you in determining whether or not the concern with your new home might be covered by your home warranty insurance. Visit the Home Warranty Insurance Claims section of their website

<https://www.bchousing.org/licensing-consumer-services/new-homes/>

▼ HOW TO FILE A CLAIM

To submit a claim for your warranted defect, please visit www.nationalhomewarranty.com or call us at **1-866-957-2314**.

Please be sure to include the current date as well as the following information:

- Your policy number
- Your full name
- Your home address
- Your phone number
- Your e-mail address if applicable
- A detailed description of each item being claimed, including the specific location in the home
- Any other details you feel are relevant

If you own a home in a multi-family strata building, and you believe there may be defect claims relating to the common property, please notify your strata council and/or your property manager so that they can submit a claim on your behalf.

Additional information including the Maintenance Manual can be found our website www.nationalhomewarranty.com