

Partner:	New Wave Power
Campaign:	NEWAVEAGT
Billing Type:	ACH/DDA (Bank-BNK), Credit card, Debit card
Homeowners Plans:	DTC v2 Complete Home DTC v2 Built-in-Systems DTC v2 Appliances *Premier Upgrade Package offered to customers who enroll in Complete Home or Built-in-Systems
Pricing:	Complete Home/Built-in-Systems/Appliances – Regional pricing
Deductible:	Complete Home/Built-in-Systems/Appliances - \$150

COVER PAGE:**IMPORTANT NOTES:**

1. No rebuttal states: AK, ID, NC, and SC, all other states 2 rebuttals maximum
2. Complete Home, Built-in-Systems, and Appliance Plan state exclusions: AK and HI
3. Premier Upgrade Package (PUP) must be offered to all customers whose property is in the state of Florida and for any customer enrolling in Complete Home and Built-in-Systems plans
4. Complete Home, Built-in-Systems, and Appliances plans are only available to homeowners
5. Data Capture, Permission to Bill, and Billing Disclosures must be read verbatim
6. Cinch plans should be the second offer
7. Sales pitches can only be in English

HOMEOWNERSHIP STATUS

Quick question: Do you currently own or rent your home?

INTRODUCTION

As an energy company, we know how important your electric and other home systems, like plumbing and A/C are to your everyday life. The same goes with your appliances. Which would you say is most important to you – your systems, appliances or both?

Well, that's why we've partnered with Cinch Home Services, a home warranty leader who helps protect your budget when your *[systems/appliances/systems and appliances]* need to be repaired or replaced.

Go to appropriate homeowner plan details

COMPLETE HOME PLAN DETAILS

Must disclose the name of the plan, coverage, deductible and when it is due, review period, then the plan pricing.

With the Cinch Complete Home Plan...

- 25 of your most important systems and appliances are covered to keep your home up and running.
- So, if your A/C stops working, plumbing leaks, fridge or oven stop working, there's no need to worry.
- When a covered item breaks down, just place a claim online or on the phone and a pre-screened service provider will come to repair or potentially replace the covered item consistent with the plan terms.
- This plan covers unknown pre-existing conditions. There is no limit to the number of claims you can place in a year up to \$10,000. Other exclusions and limitations that apply, including caps per claim, and system, can be found in the materials that will be mailed to you.
- The deductible of \$150 will be due at the time you place your claim and should take care of the covered repair or, if needed, a full replacement consistent with the plan's terms.
- This plan also reimburses you up to \$500 a year on your homeowners insurance deductible if you file a claim. Plus, the benefit of a 6-month workmanship guarantee.
- Your coverage will begin 31 days from today. This annual plan will be automatically billed every month starting 30 days from today at [\$XX.XX]. If you decide the plan isn't right for you, simply cancel within the next 30 days and you will not be billed. Sounds good right?

If yes: Continue to Data Capture, unless the property being covered is in the state of Florida, then go to Premier Upgrade Plan (PUP)

If no: Go to appropriate rebuttal

BUILT-IN-SYSTEMS PLAN DETAILS

Must disclose the name of the plan, coverage, deductible and when it is due, review period, then the plan pricing.

With the Cinch Built-in Systems plan...

- Your 4 most important systems are covered. That includes your A/C, heating, plumbing, and electrical systems.
- So, if your A/C system stops working, breaker panel malfunctions, or toilets start to leak, you don't have to worry.
- When a covered item breaks down, just place a claim online or on the phone and a pre-screened service provider will come to repair or potentially replace the covered item consistent with the plan terms.
- This plan covers unknown pre-existing conditions. There is no limit to the number of claims you can place in a year up to \$10,000. Other exclusions and limitations that apply, including caps per claim, and system, can be found in the materials that will be mailed to you.
- The deductible of \$150 will be due at the time you place your claim and should take care of the covered repair or, if needed, a full replacement consistent with the plan's terms.
- An extra-added benefit of a 6-month workmanship guarantee.

- Your coverage will begin 31 days from today. This annual plan will be automatically billed every month starting 30 days from today at [\$XX.XX]. If you decide the plan isn't right for you, simply cancel within the next 30 days and you will not be billed. Sounds good right?

If yes: Continue to Data Capture, unless the property being covered is in the state of Florida, then go to Premier Upgrade Plan (PUP)

If no: Go to appropriate rebuttal

APPLIANCES PLAN DETAILS

Must disclose the name of the plan, coverage, deductible and when it is due, review period, then the plan pricing.

With the Cinch Appliances Plan...

- 12 of your most important appliances including your dishwasher, stove, refrigerator, washer and dryer and much more are covered.
- So, if your fridge or oven breaks or your washing machine stops spinning, you don't have to worry.
- When a covered item breaks down, just place a claim online or on the phone and a pre-screened service provider will come to repair or potentially replace the covered item consistent with the plan terms.
- This plan covers unknown pre-existing conditions. There is no limit to the number of claims you can place in a year up to \$10,000. Other exclusions and limitations that apply, including caps per claim, and appliance, can be found in the materials that will be mailed to you.
- The deductible of \$150 will be due at the time you place your claim and should take care of the covered repair or, if needed, a full replacement consistent with the plan's terms.
- An extra-added benefit of a 6-month workmanship guarantee.
- Your coverage will begin 31 days from today. This annual plan will be automatically billed every month starting 30 days from today at [\$XX.XX]. If you decide the plan isn't right for you, simply cancel within the next 30 days and you will not be billed. Sounds good right?

If yes: Continue to Data Capture

If no: Go to appropriate rebuttal

PREMIER UPGRADE PACKAGE – AVAILABLE FOR COMPLETE HOME AND BUILT-IN-SYSTEMS PLANS

Premier Upgrade Package (PUP) must be offered to all customers whose property is in the state of Florida and for any customer enrolling in Complete Home and Built-in-Systems plans.

Although your *[insert plan name]* covers your most important *[systems/appliances and systems]*, sometimes problems arise that can't be covered by typical home warranties. Things like non-covered contractor fees, removal and disposal of equipment, electrical and plumbing permits, code upgrades and more. That's why we're offering New Wave Power customers the premier upgrade package. It helps protect your budget against these kinds of costs, up to \$1,000 per claim and up to twice a year. And the best part is, it's just \$10.00 more a month.

If Florida: This optional protection provides coverage in accordance with Florida Statute 634.346 which helps maintain compatibility and operating efficiency requirements of the A/C manufacturer.

Would you like me to add this to your plan?

If no: If you change your mind, just call Cinch to have it added to your warranty plan. You will have up to 30-days from your effective date to add this optional coverage.

Go to Data Capture

DATA CAPTURE

Verify the customers information as you are collecting it. When obtaining consent for Cinch to use automated technology make sure to read the language verbatim and make sure to get a clear yes.

I just need to gather some information:

I need to confirm the spelling of your full name.

What is your primary phone number? / I have your phone number as [confirm phone number on file].

What email address would you like me to send your confirmation to?

What is your property address? / I have your property address as [confirm property address on file].

Is your mailing and billing address the same as the property address?

Cinch Home Services would like to contact you at the phone number on the account and email address provided, including via automated technology and artificial or pre-recorded voice, about Cinch products, offers, and your relationship and experience with Cinch. This consent is not required to make a purchase. Do you consent?

Must confirm with a clear yes.

PERMISSION TO BILL – COMPLETE HOME/BUILT-IN-SYSTEMS/APPLIANCES PLANS

This section of the script must be read verbatim and prior to capturing the payment information. Also, must obtain a clear yes to move forward.

- Cinch will send you a welcome kit within 10 to 15 days from today that includes your plan details with terms, conditions, qualifying events, limitations, and exclusions.
- You'll also be receiving a confirmation email shortly. Just register your plan at my.cinchhomeservices.com so you can review your plan details with terms, conditions, qualifying events, limitations, and exclusions right away.
- **Monthly Billing:** Unless you call to cancel at 844-324-5688, or cancel online, within the next 30 days, your annual coverage *[including the Premier Upgrade Package if selected]* will automatically begin on *[Insert Date: 31 days from today]*, and the amount of *[\$XX.XX – add \$10 PUP monthly pricing if selected]* plus any applicable taxes will be billed to your selected payment method 30 days from today and then every month, thereafter for one year.
- **Annual Billing:** Unless you call to cancel at 844-324-5688, or cancel online, within the next 30 days your annual coverage *[including the Premier Upgrade Package if selected]* will automatically begin on *[Insert Date: 31 days from today]*, and the amount of *[\$XXX.XX – add \$120 PUP annual pricing if selected]* plus any applicable taxes will be billed to your selected payment method 30 days from today and then on the anniversary of your agreement start date or the next business day thereafter.
- This coverage is for one year and will automatically renew each additional year at the then-current fee, billed every *[month/year]*, unless you call to cancel before the renewal date at 844-324-5688 or cancel online. Do you agree? **Get an affirmative yes**
- **If Utah:** Be advised that in addition to any right to otherwise revoke an offer, you, the purchaser, have until midnight of the third business day after the date your annual coverage begins to cancel this agreement. If you cancel during this period, you will not be charged, or if you have already been charged, we will provide you a full refund within thirty days. Cancellation must be in writing and sent to P.O. Box 811720, Boca Raton, FL 33481 1720. If you have questions about the *[Complete Home/Built-in-Systems/Appliances]* Plan, you may call 844-324-5688.

- If you need to place a claim, the deductible amount of \$150 will be due at the time you place it.
- If a charge is returned or declined, your protection will be cancelled.
- If you call to cancel within the first 30-days, you will not be billed.
- If your plan is cancelled after 30 days, and you have placed a claim, you'd be responsible for a \$25 cancellation fee as well as the remainder of the annual premium or the amount of the claim, whichever is less.
- With the understanding of the billing terms I've just read, do I have your authorization to process your enrollment in the [Complete Home/Built-in-Systems/Appliances] Plan? **Confirm with a clear yes**

BILLING METHOD CAPTURE

Collect and verify the customer's billing information.

How would you like to pay for your coverage?

Cinch can debit it directly from any checking or savings account. Or they also accept all major credit card and debit cards. Since this is an annual subscription, they don't accept gift cards.

Which one would work best for you?

- **Credit or Debit Card**

- **Capture full name on card** – What is the full name on that card? **Can't process with a different name.**
- **Capture card number** – What is the number on that card?
- **Capture security CVV code** – What is the security CVV code on that card?
- **Capture expiration date** – What is the expiration date on that card?

- **Checking / Savings Account**

- **Capture routing number** – What is the routing number?
- **Capture account number** – What is the account number?

BILLING AUTHORIZATION – COMPLETE HOME/BUILT-IN-SYSTEMS/APPLIANCES

Must read verbatim. Make sure to get a clear yes.

If paying with credit/debit card:

You authorize the [monthly/annual] charge for [Complete Home/Built-in-Systems/Appliances] Plan [including the Premier Upgrade Package if selected] to be billed by Cinch Home Services to the [debit card/credit card] you provided today with the account number ending in [last 4 digits].

With the understanding of the billing terms I've just read, do I have your authorization to proceed? **Confirm with a clear yes**

If paying with check by phone (checking/savings account):

You authorize the [monthly/annual] charge for [Complete Home/Built-in-Systems/Appliances] plan [including the Premier Upgrade Package if selected] to be billed by Cinch Home Services by electronic check through your [checking/savings] account ending in [last 4 numbers].

With the understanding of the billing terms I've just read, do I have your authorization to proceed? **Confirm with a clear yes**

SALES CLOSE

Must read verbatim. Must welcome the customer to Cinch, inform the customer of the survey, provide the customer with self-service options/MyAccount.

WELCOME

[*Customer Name*], welcome to Cinch Home Services! The Welcome materials for your [*Complete Home/Built-in-Systems/Appliances*] plan will arrive approximately 10-15 business days.

INFORM CUSTOMER SURVEY

Your confirmation and welcome email will arrive shortly, please make sure to check your SPAM folder. Within your confirmation email, you'll see a link; please take a moment and provide us with your feedback on the experience you had with me today! The link is under the "Rate your experience" section of the email. Your feedback is super important to us; even just a quick 5-star rating option would be greatly appreciated!

PROVIDE CUSTOMER SELF-SERVICE OPTIONS, MYACCOUNT

Be sure to register your [*Complete Home/Built-in-Systems/Appliances*] plan at my.cinchhomeservices.com as soon as you can.

Remember, if you have any questions about your warranty or would like to stay up to date on your coverage benefits, go to that website or call [*Complete Home/Built-in-Systems/Appliances at 844-324-5688*].

[Enrollment complete]