



PREVENTATIVE MAINTENANCE BENEFIT

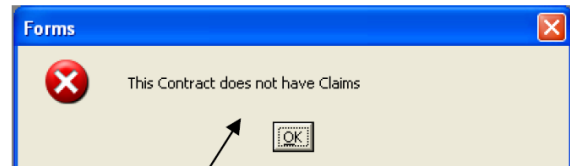
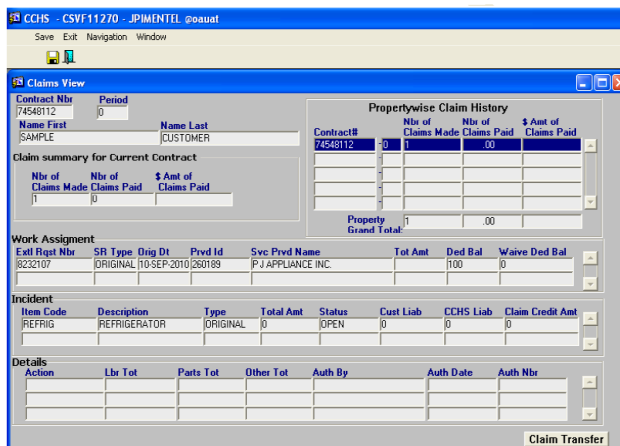
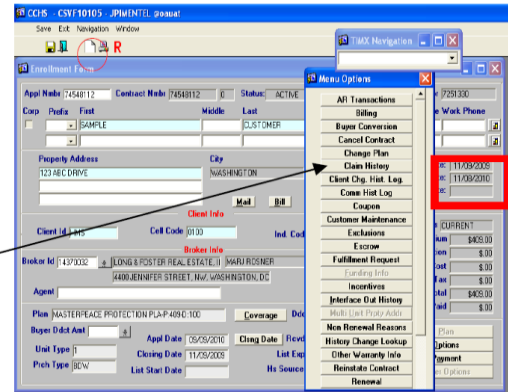
1. **Eligibility** (Buyer Only): During the first year of your HMS Home Warranty Agreement (“Agreement”), if you have not placed any claims on any items, you will be eligible for one (1) air conditioning and/or heating system maintenance visit, up to \$100, at the completion of month nine. The maintenance visit is only available on an active Agreement between months ten (10) and twelve (12) and only during the first year of coverage. The maintenance visit must be scheduled and occur between months ten (10) and twelve (12) before the first term of the Agreement expires.
2. **Process:** For information on how to use this benefit, call HMS National at 866-607-9925. If you fail to schedule a maintenance visit during the Eligibility period you may not “make-up” the maintenance visit during any subsequent period. No make-up will be given for a missed maintenance visit. Based on the Eligibility qualifications noted above, you must schedule and complete the maintenance service between months ten (10) and twelve (12) of the Agreement period.

We are not liable for any damages of any type that result from an independent contractor’s service, delay in providing service or failure to provide service.

HMS Membership Services CLAIM NO CLAIM REDEMPTION PROCEDURES

STEP BY STEP PROCEDURES – ENTERING COUPONS

- Log into TIMX.
- Enter contract# if provided. If not provide search by house number and zip code
- Click in the ‘All’ radio button next to HS Status
- From the Enrollment screen, verify that all of the Customer’s information matches the invoice
- Confirm the warranty’s effective and expiration date (Note: Maintenance visit must be performed within months 10-12 of the first year only)
- Confirm no claims were placed within first 9 months of agreement term by selecting the “Menu Option Icon”
- Click on Claim History



A pop-message will display if there are no claims placed, as shown here.