

- Agenda -

- ★ **Game Creator** – Who is Cinch & What We Do
- ★ **Know Your Game Controls** – Product Details
- ★ **How to Score Points** – Reimbursement Process
- ★ **Super Mario Club** – Membership After the Sale
- ★ **Game Over** – Cancellation Process
- ★ **Know Your Support Characters** - Resources

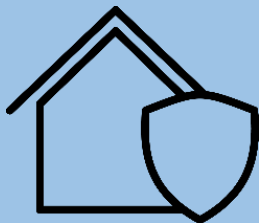
Cinch players Game



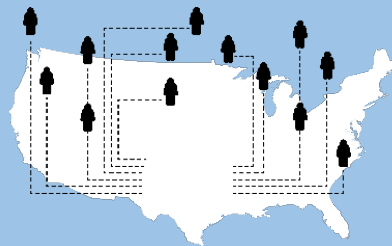
progress bar



"We provide easier, more affordable ways to manage home repairs!"



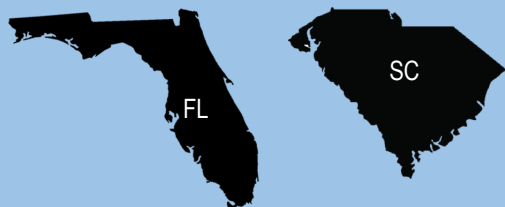
40 + years delivering home maintenance and protection services



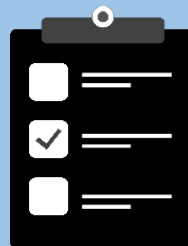
830,000 + customers nationwide



800 + employees and growing



Florida and South Carolina support centers



1,000,000 + requests handled yearly




18,000 + independent skilled service providers



Cinch smart support plan

Not available in AK, CA, GA, HI, ME, MS, OH, OR, & VT



I don't have to worry about a thing!!!

\$19.99/mo.

No deductible

For renters and homeowners



Technical support 24/7/365 for virtually any electronic you can name.



Up to \$1,000 in reimbursable surge protection -protects against the high cost of repair or replacement when electronics are damaged by a power surge.



Reimbursement of up to \$500 for renter's insurance or homeowner's insurance deductible (one claim per year)



\$25 site credit toward the purchase of new A/C filters.



A plan that follows them no matter how often they move or where they rent.



Cinch Warranties Discount (Customer pays for 10 months and gets 2 free).



20% off Cinch on Demand \$99 diagnostic fee (for customers who have a Smart Support warranty).

- \$1,000 Surge Protection Coverage -

Office –

- Backup Battery Charger
- Digital Media Receiver
- Document Scanner
- Docking Station
- External CD/DVD
- External Hard Drive
- Keyboard
- Mouse
- Monitor
- Virtual Machine
- WIFI Enabled Monitoring Device
- Storage Device
- Networking Devices
- Personal Computing
- Printers



Entertainment –

- Audio Tuner/Receiver
- Speakers/Subwoofer
- Amplifier
- Digital Camera
- DVD/DVR/BluRay Player
- Television
- Home Theatre Components
- Projector System
- Gaming System
- Satellite Radio
- Satellite Receiver

Other –

- Security System



FilterJoy Customer Flow



- Reimbursement process for surge protection and \$500 renters or homeowner's insurance deductible
-



- reimbursement process -

Renters or Homeowners Insurance Deductible Reimbursement Process:


1. Call (800) 859-8231 and provide group policy #**HPI-040114** to start the claims process.
2. Submit documentation as requested by the claim's representative.
3. Allow 45 days for reimbursement processing of approved claim.

Surge Protection Reimbursement Process:

1. Download a “claims reimbursement form” at: CinchHomeServices.com/surge/claimform.
2. Complete the form and submit via fax, email or USPS (see phone/address details on claim form).
3. If you have any questions during the claims process, please call: 866-230-4983.



- Membership materials -



Don't worry!
I'll make sure you get
all of your membership
materials.

- Sample welcome kit -



Welcome to Cinch.

Your plan number
«XXXXXXXXXX»

Congrats, «First Name»!

With Cinch Home Services, you can now have peace of mind knowing your most important electronics (and more) are protected.

Your «Plan Name» will become active on «XX/XX/XXXX». Enclosed are the documents with all the specifics — including your agreement as well as what's covered.

When your plan becomes active, all of the benefits listed to the right will kick in. Just take a look at the enclosed "Accessing your benefits" page to see how simple it is to take advantage of your 24/7 savings and support.

Take a minute to register your plan at my.cinchhomeservices.com so you can check coverage and more — anywhere, anytime. If you have any questions, you can always call us at «(844) 324-5688».

We know that staying connected is important to you — and we're committed to offering solutions that make that easier for you. It's all part of the plan.

Sincerely,

Cinch Home Services



24/7/365 technical support

Remote support for virtually any connected electronic device in your home



Up to \$1,000 in surge protection

Get reimbursed for the repair or replacement of surge-damaged electronics



\$25 A/C filter credit

Put \$25 back in your pocket when you purchase an A/C filter



Coverage that follows you

No matter how often you move, your coverage goes with you



Up to \$500 back¹

Get reimbursed for your insurance deductible



Savings on other services

Discounts on Cinch warranty plans and other repair service events by calling «(800) 000-0000»



Coverage summary

«HomeSure of America, Inc.»
«P.O. Box 550247»
«Fort Lauderdale, Florida 33355-9967»

Plan number
«XXXXXXXXXX»

Request date «XX/XX/XXXX» Effective date «XX/XX/XXXX» Expiration date «XX/XX/XXXX»

Price
«\$XX.XX»/mo

Plan holder
«First Name»
«Last Name»

Covered property
«Covered Property Street Address Line 1»
«Covered Property Street Address Line 2»
«City», «State» «Zip Code»

Your «Plan Name» includes:

- Up to \$1,000 reimbursement for the cost of repairs and replacement of surge-damaged items, including:

Audio Tuner/Receiver	External CDs/DVDs	Modems/Wireless Routers	Security Systems
Digital Cameras	External Hard Drives	Networking Devices	Speakers/Subwoofers
Digital Media Receivers	Gaming Systems	Printers/Scanners/Monitors	Tablets/Laptops/Desktops
Docking Stations	Home Theaters and Accessories	Projector Systems	Televisions
DVD/DVR/Blu-ray Players	Keyboard and Mouse	Satellite Radios/Receivers	Wi-Fi Enabled Monitoring Devices
- 24/7/365 technical support
- Up to \$500 reimbursement for «renters insurance» deductible

Questions? Go to my.cinchhomeservices.com or call «(844) 324-5688».

- Customer receives Welcome Kit in the mail within 7-10 business days.
- The Welcome Kit provides additional information about what is included, activation date, how to access benefits, etc.



Accessing your benefits

Cinch's Smart Support Plan ensures you're always connected by providing unlimited support and other special benefits, including:

- ✓ Up to \$1,000 in surge protection against the high cost of repair or replacement when electronics are damaged by a power surge
- ✓ Technical support 24/7/365 (U.S. based) for virtually any connected electronic device you can name
- ✓ Up to \$500 reimbursed for insurance deductible
- ✓ A \$25 A/C filter credit — that's \$25 back in your pocket when you purchase an A/C filter



The simple steps to your savings and support

SURGE PROTECTION REIMBURSEMENT

- Download a "claims reimbursement form" at: CinchHomeServices.com/surge/claimform.
- Complete the form and submit via fax, email or USPS (see phone/address details on claim form).
- If you have any questions during the claims process, please call: «(000) 000-0000».

24/7/365 TECHNICAL SUPPORT

- To speak live with a tech support specialist, call (833) 202-2695.
- To research and troubleshoot the issue using the self-service option, visit: support.com.
- You can contact technical support for virtually any issue. A specialist is always standing by to help you:
 - Resolve WiFi and router issues
 - Connect smart devices and appliances to the internet
 - Set up/install your devices including printers, virtual assistants and ring doorbells
 - Troubleshoot any issue and keep your devices working well together
 - Remove viruses and recover deleted files
 - Learn how to use new features and functionality

View full terms and conditions at corpora.support.com/legal/home-service-terms-conditions and Privacy Policy at corpora.support.com/legal/this-privacy-policy

HOMEOWNERS OR RENTERS INSURANCE DEDUCTIBLE REIMBURSEMENT

- Call (800) 859-8231 and provide group policy #HPI-040114 to start the claims process.
- Submit documentation as requested by the claims representative.
- Allow 45 days for reimbursement processing of approved claim.

\$25 A/C FILTER CREDIT

- Keep an eye out for an email that should arrive within the first week of your plan becoming active.
- Follow the instructions within that email to redeem your filter credit.
- If you have any questions during the redemption process, please visit: help@filterjoy.com.

- Cancellation process -

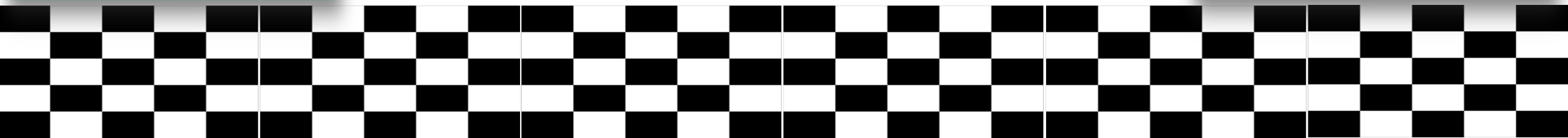
GAME  OVER

↓ TOUCH TO SELECT ↓

START OVER

END GAME

Please don't
leave us!



- CANCELLATION PROCESS -

Cancel Within 30 Days – No Claims Paid:

- Customers can void the agreement and can receive a full refund of the contract fees paid.

Cancel After 30 Days - No Claims Paid:

- Customers can cancel coverage by calling Cinch and billing will stop.
- Customers may be entitled to a prorated refund of contract fees paid less a processing fee of \$25.

Cancel Within 30 Days or Thereafter - Claim Paid:

If the customer has made a claim, they would be responsible for the lesser of the remaining premium for the rest of the year or the amount of the claim.



- Important Key Plays for your calls -

- ▶ You must follow the script **closely** and **accurately** state the terms and conditions of the product.
- ▶ If the customer is calling in from a wireless number, we must obtain the customer's consent to use automated technology to call, text, or send prerecorded messages. If the customer says "No," we should try to obtain a land phone number.
- ▶ Disclosures or the Verification Section of the script must be read verbatim.
- ▶ Customers must provide an affirmative response to the offer (**Yes or Ok**) before enrolling the customer. Otherwise, you must go back and get an affirmative response (Ex: "May I take that as a yes?").
- ▶ The Courtesy Close (Sale/No Sale) must be read to the customer (even if the customer hangs up). Customers must be told how or where they can cancel the service.
- ▶ You may use a maximum of 2 rebuttals for all states but: AR, ID, WA. For these states you cannot use a rebuttal. Probing questions can be used to re-engage after the 2nd rebuttal.



- Top Call Dispositions -



What happened my friend?



Not Interested



Hang Up



Don't Need Coverage



Customer Wants a Call Back



Called with Questions (Think About It)



Sale

- handling objections -



No biggie...
we've got this!
We are good like
that!

