



UNIRISC is an insurance broker and claims administrator that has offered Home Warranty products in Canada since 1992. All of our programs are 100% insured by a Canadian insurance company that is familiar with this unique risk. Our clients have included most of the national real estate firms, The Bank of Montreal, Toronto Dominion Bank, Bank of Nova Scotia, Stewart Title, First Canadian Title and Chicago Title Company. In addition we serve a number of credit unions and independent home inspectors.

All of our Home Warranty products apply to re-sale homes, not new construction. And, while we didn't require a home inspection prior to placing a warranty on a home, we never felt that a Home Warranty took the place of a Home Inspection. We always encouraged our clients to get both for the best possible "peace of mind" in their newly acquired home. We have also become aware of the difficulties faced by the Home Inspection industry over the past few years with what might be called the *unrealistic expectations* of some customers.

With this in mind, we have created a Home Warranty geared specifically to the Home Inspection industry. The purpose of this program is three fold:

- 1) Provide you with an added marketing tool by being able to offer a guarantee to your customers on the homes major systems and roof.
- 2) Provide a "buffer" between you and the homeowner should there be a problem on a covered system. (They call us, **not you**)
- 3) Hopefully, be able to better control your liability in any post inspection disputes.

The UNIRISC Home Inspection Warranty is 100% insured by Trisura Guarantee Insurance Company of Toronto, ON.

The cost of this Warranty is only \$50.00 and covers the buyer of the home for 90 days from the date of the inspection. If the home does not close during this period, we will extend coverage for 30 days after closing. You will have the option of offering your customer coverage for 1-year from the date of inspection for a total of \$179.00 plus any appropriate taxes. If, for any reason the inspected home does not close for your client, any money paid to us will be refunded.

The best time for you to offer the warranty is at the conclusion of your inspection. This is a good time to point out to your customer that a *Home Inspection is not a Warranty or Guarantee that things will not break down in the future.*

If you decide to include this 90-day Warranty with your inspection, all parties are protected. If you offer the Warranty to your customer for its cost of \$50.00 and they decline, it might be helpful to have them sign or initial that refusal. I can't say that you are protected "legally" from any future action, but I know that it has a psychological effect on the home buyer. (they were offered this added protection and they declined) Be sure to mention that a years coverage from date of inspection is available for \$179.00. Obviously this gives them (and you) more protection and in the end, costs you nothing. While there is a \$100.00 yearly membership fee per Inspection Company, we would waive this fee after the first year for any firm that issues at least 50 warranties per year.

If you wish to enroll a home in the 90-day Warranty program, simply fill out the top portion of our application form which confirms the condition of the inspected items and authorizes us to charge your credit card if the customer sends in, or faxes the application within 7 days of closing. We will send your customer a Welcome letter along with our service agreement and instructions on how to file a claim, if necessary. We contact the required service people, monitor the repair and pay them directly, less the \$50.00 co-pay that the customer is responsible for. If the customer does not send in the application within the required time, you credit card will **not** be charged the \$50.00 fee. At that point, the only option open to the customer would be the one year program at their cost of \$179.00.

This type of Warranty is new to Canada and we are anxious to make it a success for all parties concerned. I welcome your questions and comments along with any suggestions that you may have that might improve this service.

I want to thank you for taking the time to look at the UNIRISC Home Inspection Warranty and I look forward to working with you in the future.

Sincerely,

Gilbert A. Carlson
President, UNIRISC Canada

UNIRISC Home Inspection Warranty

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