



## Atlantic Home Warranty Coverage for Covid-19

As the situation around the COVID-19 (coronavirus) continues to evolve, we want you to know that the health and safety of our members, homeowners and employees is our top priority, and we are following the advice of the Canadian public health authorities at all times.

### Protecting Each Other

Our current health and safety measures include:

- Enhanced cleaning and sanitizing protocols in our office and in the field.
- Increased communications with our members & homeowners.
  - We will be implementing pre-screen questions with homeowners for site visits to reduce exposure associated with COVID 19.
  - Pre visit email or call – Atlantic Home Warranty Technical Managers will contact builders and homeowners the day before an appointment to ensure a safe visit.
  - If anyone is sick or showing signs of being sick at an appointment (either the AHW Technical Manager, Builder or Homeowner), we will reschedule the appointment approximately two weeks out.

### Go Digital - Visit our Website AHWP.ORG

Most of Atlantic Home Warranty's processes are available online:

#### For Homeowners

- Activating a warranty

#### For Builders

- Membership application
- Unit enrollment
- Foundation enrollment
- Membership renewal
- Training

### Flexibility

We understand the need for increased flexibility, so if you have any concerns, or wish to change an upcoming appointment, the office is now closed, however, you may email us at [info@ahwp.org](mailto:info@ahwp.org) or call us at 1-800-320-9880, Monday to Friday, from 8 am to 4 pm.

Atlantic Home Warranty will be limiting travel during this period. Appointment dates may experience longer wait times due to travel restrictions. Also, warranty work may be extended due to work restriction.

*Important: Warranties are term driven. It is the homeowner's responsibility to notified AHW within the specified timelines for conciliation and MSD inspections. Each case will be managed on an individual basis and appointments may be extended / delayed to accommodate provincial preventive measures.*

In Case of a Provincial Mandated Work Stoppage

AHW is prepared and procedures are in place. Our team is equipped with tools to work remotely from home so they can stay fully connected and continue to support our customers. In the case of a work stoppage, we will continue to manage our back-office functions and customer inquiries. Site visits for conciliation and major structural defect investigation will be placed on hold until the work stoppage is lifted.

Thank you for your continued support as we work through these challenges together. AHW will continue to monitor this situation closely and provide ongoing updates as needed.

Sincerely,

A handwritten signature in blue ink, appearing to read "Ian Lezama". The signature is fluid and cursive, with a long horizontal stroke at the end.

Ian Lezama  
CEO - ATLANTIC HOME WARRANTY