



An important message from the City of Manhattan Beach

It's important to help protect your finances from the unexpected expense and inconvenience of emergency repairs.

That's why the City of Manhattan Beach has authorized SLWA Insurance Services (SLWA)—a premier provider of home emergency repair solutions to homeowners nationwide—to offer Exterior Water Service Line Coverage and Exterior Sewer/Septic Line Coverage to Manhattan Beach homeowners.

Many homeowners are not aware that they are responsible for certain systems; for example, many Americans don't know that they are responsible to pay for repairs to water service and sewer/septic lines on private property. Many homeowners are not prepared to handle the high costs of unexpected water service or sewer/septic line breakdowns. Plans from SLWA give homeowners financial relief from the cost of covered repairs due to breakdowns of major systems inside and outside their homes. An optional plan from SLWA can help protect Manhattan Beach homeowners from potentially expensive repair costs.

The enclosed information is provided to help you understand how a plan from SLWA—an independent company—can help protect your finances against unexpected repairs, and decide whether it's right for you.

Call SLWA toll-free at 1-844-257-8796 for more information, to sign up for coverage, or to opt out of any future SLWA mailings. Please visit www.slwofa.com for frequently asked questions and links to additional information.

The City of Manhattan Beach



Information for Manhattan Beach Homeowners



<<MR. SAMPLE A SAMPLE_XX>>
<<MAIL_ADDRESS1_XXXXXXX>>
<<MAIL_ADDRESS2_XXXXXXX>>
<<MAIL_CITY_XX, ST ZIP>>



Please reply by:
<<Month X, XXXX>>

Dear <<Mr. Sample>>,

Many homeowners are not aware that repairs to the exterior water service or sewer/septic lines that run between your home and the public utility connection are the responsibility of the homeowner.

Water service and sewer/septic lines are subjected to changing soil conditions, ground shifting and corrosion—which may cause a breakdown without warning, leaving you responsible for the cost of repair or replacement. Replacement of these lines can be expensive—costing you thousands of dollars in unforeseen expenses.

The City of Manhattan Beach has authorized SLWA Insurance Services (SLWA) to help eligible homeowners be prepared and have the best possible service in the case of such an emergency. So you're invited to enroll in Exterior Water Service Line Coverage and Exterior Sewer/Septic Line Coverage from SLWA. Accept this *optional* coverage and you'll receive as many service calls as you need up to \$X,XXX per call for covered water service or well line repairs, and as many service calls as you need up to \$X,XXX per call for covered sewer/septic line repairs (30-day wait includes a money-back guarantee for both) and no deductible. You will also have access to a 24/7, 365-day-a-year emergency repair service hotline. Once you have made your service call, SLWA will take care of your covered repair, dispatching a qualified plumber to your home and paying the bill directly. Peace of mind starting for as little as \$X.XX per month. Your emergency is dealt with and your water service or sewer/septic line is back to normal.

In the event of an emergency, these plans can save you a significant amount of money and the time of finding a plumber, which can be difficult in the best of times. Having these plans also helps eliminate worry, as you can be sure of a professional job completed by local, licensed and insured plumbers.

Please take the time to read the information on the back of this letter. If you would like to sign up for a plan, simply complete and return the enclosed form or call toll-free 1-844-257-8796. I certainly hope that you never have an exterior water service or sewer/septic line emergency, but if you should ever have a problem, you'll be glad you're covered. These programs are managed by SLWA, and no public funds were used for the mailing of this letter.

For fastest processing, please visit www.slwofa.com.

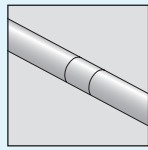
Sincerely,

Scott Van Stratten
Customer Service
SLWA Insurance Services

SLWA Insurance Services ("SLWA"), California License #0L71169, with corporate offices located at 4000 Town Center Boulevard, Suite 400, Canonsburg, PA 15317, is an *independent company separate from your local utility or community* and offers and administers this optional home protection plan as an authorized representative of Virginia Surety Company, Inc., 175 West Jackson Blvd., 8th Floor, Chicago, IL 60604, the home protection plan issuer. Your choice of whether to participate in this plan will not affect any service you have with your local utility or community.

What would you do in an exterior line emergency?

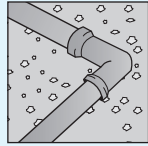
The illustration shows where things may go wrong with your exterior lines and how much a licensed and insured plumber would typically charge customers who don't have coverage. How would you cope if it happened to you? With coverage, it's not something to worry about; you'll have no bill to pay for covered repairs up to the service call benefit amount.



Replace water service line (26–100 ft.)

\$2,585

**Plan Members:
No Charge†**

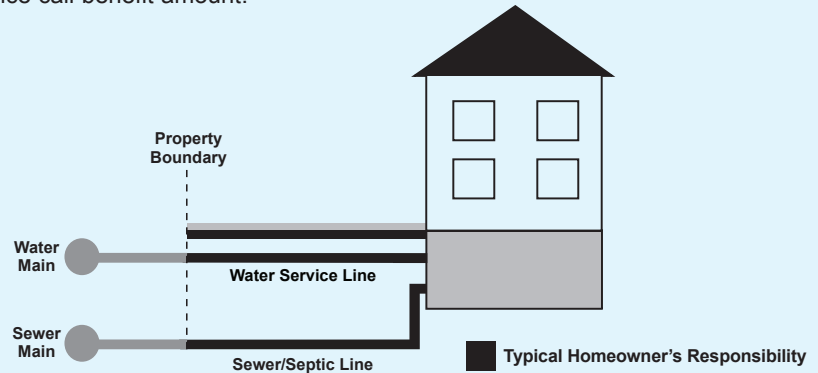


Replace sewer/septic line (26–75 ft.)

\$3,389

**Plan Members:
No Charge†**

†National average repair costs within the SLWA network as of March 2018. No charge for covered repairs up to the service call benefit amount.



The water and sewer/septic lines beyond the property boundary may be an additional responsibility of the homeowner and are included in this coverage. Septic tanks, leaching fields, pumps or grinders are not covered.

Take A Look At The Benefits You'll Receive	Exterior Water Service Line Coverage	Exterior Sewer/Septic Line Coverage
1. Covered Repairs – Guaranteed for one full year.	✓	✓
2. 24-Hour Emergency Repair Service Hotline – Open 24 hours a day, 365 days a year.	✓	✓
3. Our Promise to You – Simply call SLWA toll-free at 1-844-257-8796 any time, and your coverage can be canceled at your request.	✓	✓

Visit www.slwofa.com to protect your exterior lines
Or call toll-free 1-844-257-8796 | Available: MON-FRI 8AM-5PM PST

Important Questions & Answers

What am I responsible for?

Nisit officii sintotatus et aturest emolore, ipitas dem et is exero con pa net, aspel exceptae.

Does my homeowners insurance cover this?

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Does this coverage include well lines?

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Who is eligible for coverage?

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What should I know about this coverage?

What's covered: Nisit officii sintotatus et aturest emolore, ipitas dem et is exero con pa net, aspel exceptae laturestisist officii sintotatus et aturest emolore, ipitas dem et is exero con pa net, aspel exceptae laturestis re dellaccus voles eosltam etur quam.

Not covered: Nisit officii sintotatus et aturest emolore, ipitas dem et is exero con pa net, aspel exceptae laturestisist officii sintotatus et aturest emolore, ipitas dem et is exero con pa net, aspel exceptae laturestis re dellaccus voles eosltam etur quam nonsequo.

When can I make a service call?

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What is the cancellation policy?

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What is the term of my service agreement?

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What is E-Z Pay/Direct Pay?

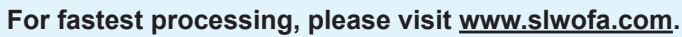
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What quality of repair can I expect?

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RX4262_Choice_Blue_Pack Mailcode



Reminder: Please Reply by <<Month X, XXXX>>



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<<MAIL_ADDRESS1_XXXXXXX>>
<<MAIL_ADDRESS2_XXXXXXX>>
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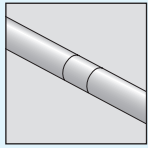
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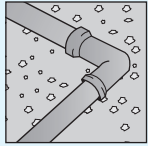
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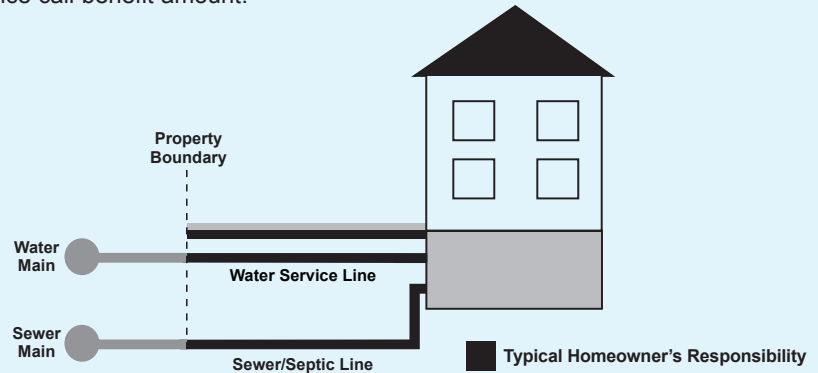


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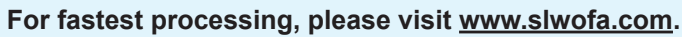
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