

JOIN OUR SERVICE NETWORK

ADD A CCHS MEMBERSHIP TO YOUR TOOL BOX TODAY!

If you are interested in a mutually profitable and rewarding business relationship then take advantage of this great opportunity.

Apply today! Call us at 800.531.3466 or visit us on the web at www.cchs.com. Your personal Enrollment Specialist is available to assist you with completing the application process.

CCHS uses a comprehensive on-boarding process designed to learn about your service organization, share information about CCHS, and discuss general expectations of each other in order to maximize service opportunities. Enroll today with a few easy steps.

- Review the membership requirements and contact your Enrollment Specialist to discuss your qualifications.
- Your Enrollment Specialist will assist you in filling out the application and present the application to you for review and approval.
- Sign and return application with required documents.
- The received application and documents are reviewed for completion and an account is set-up for your company.
- A decision-maker within your organization is scheduled to attend our introductory webinar which covers important information on how to be successful with our warranty company.
- A decision-maker within your organization will be called by the Regional Coordinator assigned to manage your account to exchange contact information, discuss your service terms and provide an in-depth explanation of our service guidelines and procedures.
- Once a final agreement is reached, the Regional Coordinator will advise you if your membership has been approved and send you a Welcome Aboard letter confirming your membership.



Making home ownership easy.



Let our customers become your customers.



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WHO IS CROSS COUNTRY HOME SERVICES

Cross Country Home Services (CCHS) has been a leading provider of home warranties, home service plans, and homeowner emergency assistance programs in North America for over 25 years. Headquartered in Ft. Lauderdale, Florida, CCHS is a member of the Cross Country Group, one of the largest privately-held providers of customer service programs in the United States.

“We have contracted with CCHS for over five years. CCHS has played a tremendous role in our company growth. The vendor management team is absolutely the best there is. They are quick to resolve issues, and are always available to assist both professionally and personally. The billing and payment system is highly commendable. It has made billing a breeze. A couple clicks of the mouse and your invoices are literally submitted within a matter of seconds. Invoices are ALWAYS paid on time. There is never any guess work as to when you will receive payment. The authorizers are very knowledgeable and have a complete understanding of our trade.”

McPherson Appliance Repair

ONE COMPANY, MANY BRANDS®

We specialize in developing and managing co-branded and private-label home service programs. CCHS provides home services solutions for more leading brands than any other home services provider. We currently work with over 50 leading national and regional brands, some of whom have been clients for over ten years. CCHS clients are national and regional leaders that span many industries including:

- Financial services
- Utility
- Insurance
- Membership
- Appliance manufacturing
- Real Estate

SUPERIOR BENEFITS

CCHS's Service Network is the most preferred and convenient service provider membership in the home services industry. Here are a few of the many value-added benefits our member's experience.

- DEVELOP NEW BUSINESS CONTACTS
- INCREASE YOUR SALES AND SERVICE VOLUME
- ASSOCIATE WITH LEADING RECOGNIZED COMPANIES TO SERVICE HOME WARRANTY AND REFERRAL PROGRAMS.
- CREATE ADDITIONAL AWARENESS FOR YOUR BUSINESS WITHOUT INCREASING MARKETING COSTS.
- NO MEMBERSHIP FEES

MEMBERSHIP OPTIONS

MULTIPLE WAYS TO GROW YOUR BUSINESS

CCHS is a multi-product, multi-market provider of home service products, with product offerings designed, priced and tailored to meet the varied needs of our clients. To support our comprehensive product suite we offer flexible membership options for our service providers.

With CCHS, you decide which service programs are right for your business. The more programs you enroll in, the more customers you will have the potential to reach. Whether you choose to provide warranty, referral, preventative maintenance, or all three services, CCHS opens a world of opportunity giving you more ways to earn new customers and grow your business.

| | Warranty | Referral | Maintenance |
|---|----------|----------|-------------|
| Services Provided | | | |
| Repair/ Replacement service for the mechanical malfunctions of major systems and appliances | ✓ | | |
| Dispatch referral service with 15% discount on retail charges | | ✓ | |
| Quarterly service visits to perform specific Preventative Maintenance tasks | | | ✓ |
| Dispatch Notification | | | |
| Direct contact from the customer to schedule service | ✓ | ✓ | |
| Work order and checklist automatically faxed | | | ✓ |
| Approval Requirements | | | |
| Perform service call to include 1/2 hour diagnostic time at pre-negotiated rate | ✓ | | |
| Contact CCHS for authorization for any work required beyond the 1/2 hour diagnostic time | ✓ | | |
| Provide CCHS with an itemized list of charges | ✓ | | |
| Pre-approved to perform Preventative Maintenance tasks at pre-negotiated rate | | | ✓ |
| Obtain approval directly from the customer for any service requested | | ✓ | ✓ |
| Billing | | | |
| Collect only the service call fee up to the customer's deductible | ✓ | | |
| Invoice CCHS for authorized amount | ✓ | | ✓ |
| Invoice the customer directly with discount marked clearly on the customers' invoice | | ✓ | ✓ |

EXCLUSIVE ADVANTAGES FOR MEMBERS

EASY DISPATCHING AND APPROVAL

- On-Line work order retrieval
- Pre-Approvals limits
- On-Line approval requests with real-time response

PROMPT PAYMENT

- On-Line Invoicing
- *Coming Soon*
Express payment options
Direct deposit

EXPERT SUPPORT AND SOLUTIONS

- Dynamic Vendor RatingSM system
- Dedicated service partner
- Consistent performance feedback

AN ELITE MEMBERSHIP FOR LEADING CONTRACTORS

CCHS is very selective when it comes to choosing the service providers that will represent us. We must ensure that our interests as well as those of our customers and clients are protected. We maintain the strictest standards of utilizing only first class, qualified service professionals through a continuous process of recruiting, qualifying, and monitoring our extensive nationwide service network. Before placing a service provider into our network a thorough screening process is followed and all requirements must be met. CCHS will only enroll those Service Providers that will meet CCHS standards of quality and service.

MEMBERSHIP REQUIREMENTS

To be considered you must meet the following membership requirements:

- Must hold and maintain all valid licenses required to engage in the services performed in state and locality.
- Must hold and maintain active general liability insurance coverage with limitations of \$1,000,000 combined single limit per each occurrence and \$1,000,000 general annual aggregate.
- Must hold and maintain active commercial automobile liability insurance coverage with limitations of \$500,000 combined single limit per each accident.
- Must hold and maintain active Workers' Compensation coverage as required by the state in which Service Provider operates within the statutory limits as required by law.
- Required to fulfill the application for membership to include the completed Service Provider Application, Signed Terms of Agreement, Service Rates and Zip Codes, all valid licenses held, and certificates of insurance coverage.

"All Star Appliance Service has been with CCHS since October 2009. We have been very happy with the amount of work that we have received. The process is very simple and the vendor management team has been great to work with. We find that CCHS is a vital tool in our belt that helps our business grow and keeps us busy all year round. We definitely recommend CCHS to all customers and contractors."

John Baker, All Star Appliance Service

GROW YOUR BUSINESS WITH CCHS

When a customer experiences a breakdown in their home, they count on CCHS to provide the highest quality service as quickly as possible. We turn to the partners in our service provider network to represent CCHS in delivering exceptional service to the customer. Each service call you take for CCHS becomes an opportunity for your company to create a new customer and a satisfied client who will tell all of their family and friends about your company. CCHS can be a reliable repeat business customer. We will potentially call you hundreds of times throughout the year to service our homeowners. You will experience an increase in business volume, not just from the customers CCHS sends you to service, but also from the additional referrals you gain from servicing those customers. Working with CCHS gives you a chance to build new, lasting relationships that can benefit you for years to come.

MEMBERSHIP OF CHOICE

At CCHS, we strive to create and maintain enduring relationships with our service providers by making program participation an easy, efficient, and rewarding experience. To ensure that we maintain the highest level of quality, we have built an in-house team of over 50 specialists dedicated to providing your company with excellent service. This team includes professionals with years of field trade experience, including associates with heating and air conditioning licensing, boiler engineering certification, general contracting, master plumber licensing and trade school instruction credentials. You will have the assurance and convenience of knowing exactly who to call when you are in need of help. Your Enrollment Specialist will be managing your account throughout the enrollment process and is personally available to assist you with any issues that may arise. Later, you will be assigned a Regional Coordinator who will be your personal liaison to support you during your membership. CCHS is committed to providing our service providers with expeditious and courteous service, dependable support, and innovative practices to make our network the most preferred and convenient membership in the home service industry.



CREATE AWARENESS

Marketing is crucial when it comes to gaining the attention of prospective consumers and creating demand for your service. Many contractors spend hundreds and even thousands of dollars each year for advertising and marketing. And sometimes advertising doesn't produce a good return on your investment. Being a member of the CCHS service network puts you in the customer's home, giving you the opportunity to personally sell new customers on your service. You will gain increased visibility and word of mouth advertising for your business that will allow you to tap into new, unsolicited consumer markets. The best part is this marketing doesn't cost you a penny. There is **NO** registration fee, annual fee, or membership dues to be a member of our service network.



DEVELOP CONTACTS

CCHS works with a diverse portfolio of clients giving us access to a significant national and regional base of customers. This will give your business a connection with some of the nation's leading companies in the financial services, utility, insurance, membership, appliance manufacturing and real estate industries. Currently, we work with over 50 leading national and regional brands – some of whom have been clients for over ten years. Our clients often have lists of their preferred local service providers. By providing quality service to our customers you gain the opportunity to become a preferred partner of the client. We also work with major parts and equipment distributors and manufacturers giving you the opportunity to develop new business relationships.



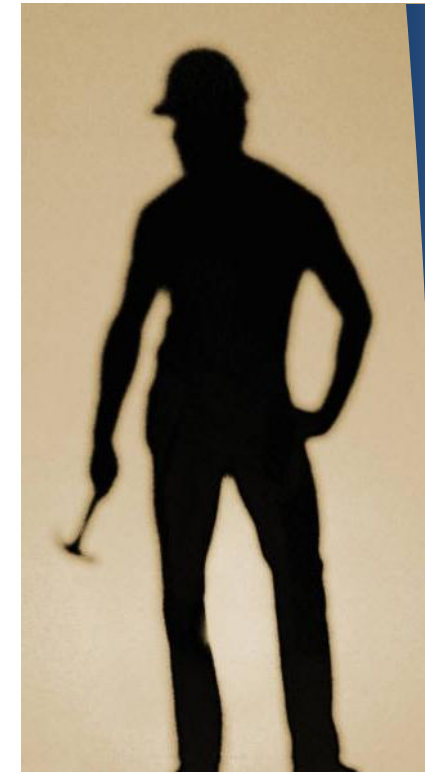


Let CCHS add value to your business

OPERATIONAL EXCELLENCE YOU CAN DEPEND ON

Perhaps the greatest risk you face as you enter the home services marketplace is that of protecting your business's reputation. An improperly managed warranty claim or home services experience can impact the reputation you've worked so hard to build. No company in the home services business is trusted more than CCHS.

We manage one of the largest independent service networks in the country with over 40,000 licensed and insured service professionals. Our service network is built on our more than 25 years of hiring and retaining skilled and qualified service professionals. We are specialists in operational excellence, and we have developed rock-solid processes to ensure that your company's reputation is protected.



Grow your business with a CCHS membership

TRUSTED PARTNERS

Choosing a membership with CCHS means you will gain a beneficial partner that adds value to your business. As a trusted partner we are committed to:

- Demonstrating a genuine commitment to foster a strong relationship with your organization.
- Responding to your requests with a sense of urgency.
- Sharing industry best practices.
- Communicating performance feedback.
- Providing goals and benchmarks to aid you in being competitive.
- Communicating with you on a regular basis.

INDUSTRY LEADING TECHNOLOGY

Underlying our quality assurance and network management capabilities is the most sophisticated service network management system in the industry. CCHS uses an automated dispatching solution that regulates the assignment of service requests. Our exclusive Dynamic Vendor RatingSM system uses a proprietary algorithm to perform a real-time assessment of each service provider on over thirty weighted variables to ensure that the best service provider is selected for each job. Your performance against these metrics will ultimately determine how much work you will receive from CCHS. Our primary objective is to educate our service providers on their standing in our network and to position providers for their desired call volume amongst the available universe of dispatches.

“For the past 15 years we have seen CCHS grow their business. They have not only kept up with the demand for service excellence, but also with the technology required to truly be the leader in Home Warranty sales. They continue to offer a quality product for a good value to their customers. When they tell you 365 days 24/7, they mean it. I hope we will continue our partnership well into the future”.

WRM Appliance Service, Inc.

DEDICATED TO YOUR SUCCESS

Our dedicated service network management team is committed to working with our service providers to promote their success. We strive to foster open communication and feedback. We regularly share key metrics with our providers, reinforcing strengths and providing solutions for development areas. In addition CCHS is dedicated to improving the

membership experience. We regularly solicit input from our service providers on our business processes and ways we can improve our relationship. We offer our service providers many skill and business development opportunities including sharing of industry best practices and networking opportunities, all aimed at increasing the value of our relationship and raising the level of delivery to our customers. From applying for membership to ongoing account management, we're always working to develop a true partnership with each of our service providers because it allows us to create long-lasting relationships and repeated successes.

FOR BUSINESSES OF ALL SIZES

At CCHS, we understand all the advantages of having a diverse service provider network. Our service network includes companies of varied business size and financial successes. Our network ranges in size from sole owner/technician to businesses which employ thousands of technicians. Our service providers' geographical coverage area can be as small as a single zip code to as large as multiple states. Our membership opportunity works great for businesses of any size.

