

Who is RWC?

Residential Warranty Company, LLC is one of the nation's oldest and largest providers of written insured new home warranties, providing homeowners with a strong foundation of security for their home.

- ▶ RWC has been in the new home warranty business for over 40 years and has issued warranties on over 3.7 million homes. More importantly, RWC has managed the dispute resolution process between homeowners and builders on thousands of homes over the years.
- ▶ Home warranties issued by RWC are insured by Western Pacific Mutual Insurance Company, A Risk Retention Group (WPMIC), a company that is rated "A- (Excellent)" by A.M. Best continuously since 2001 and has nearly \$120 million in surplus equity.



What does [Builder's Co. Name] Membership mean to you?

RWC does NOT have an open door policy when it comes to Membership. Not every Builder is able to attain Membership with them the way Quartz Modular has done.

- ▶ Potential Members are examined for financial stability, customer satisfaction and technical competence.
- ▶ As an RWC Member, we agree to comply with specific construction standards in order to have our homes warranted by them.
- ▶ This is our assurance to you that Quartz Modular is committed to standing behind our homes and providing you with peace of mind long after the sale.

Value to you, the homeowner.

- ▶ **RESALE VALUE** - Your home is warranted for the term as shown on the front cover of your Warranty book. If you sell your home during that term, the balance of the warranty transfers automatically to the next buyer. That transferable home warranty is an excellent marketing tool when you offer your home for sale to prospective buyers.
- ▶ **PROTECTION** - When Quartz Modular chose RWC as our warranty provider, we made the decision to provide you with a written and insured commitment that your home will be free from specified defects. Your RWC warranty is independently written and administered and remains in place for the term, regardless of what the future holds.
- ▶ **EXPERT SECOND OPINION** - Even with a written warranty, misunderstandings may arise. If you disagree with us on whether or not something should be considered a defect, the limited warranty can be a valuable "measuring stick" for evaluating the issues. You benefit from third-party assistance with home warranty issues. The warranty standards included are based on accepted industry practices. The process to get RWC involved to mediate the issue and determine coverage is spelled out in your warranty book.

