



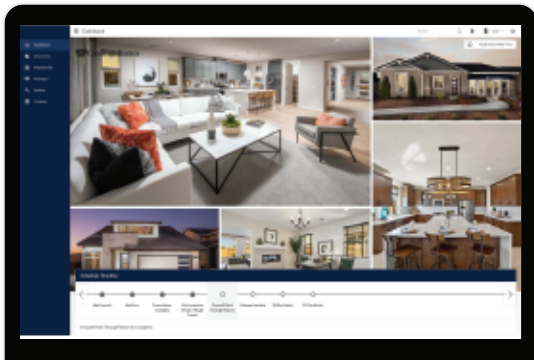
Dear Homeowner,
 We want your homeownership experience to be a great one and so we've provided you with a homeowner care platform that will allow you to better understand, maintain, and enjoy your investment.

A few days after your contract signing, you will receive an email with instructions to activate your homeowner portal account at www.homeinformationpackages.com.

If you do not receive this email, please contact us to have it sent to you.

Once your account is activated, you can:

- Learn how to operate your home's systems;
- Learn how to maintain your home so that it's always looking its best;
- Reference key information online from any where, anytime from any device;
- Get maximum coverage from your new home warranty.



Your Homeowner Experience will include:



An interactive cloud-based web portal, instantly accessible from anywhere, at any time and from any device



Investor-friendly solution with full transferability to future owners & tenants



Recommended warranty-based monthly maintenance alerts



Detailed, unit-specific warranty information and milestone alerts



A one-click service request function

SUBMITTING A SERVICE REQUEST

After logging in, click Service in the left side menu

Step 1

Indicate your availability for a service appointment

Step 2

Provide details of the issue being reported. Include pictures of the issue, if applicable.

Step 3

Click Submit when you are ready to submit your list