

Service Line Warranties of America, Inc.

Frequently Asked Questions

Who is Service Line Warranties of America, Inc.?

Service Line Warranties of America (SLWA) is part of HomeServe USA (HomeServe) a leading provider of home repair solutions serving over 3 million customers across the US. SLWA is the trusted source of utility line warranties, accredited by the Better Business Bureau with an A+ rating and the endorsed provider by the National League of Cities and the preferred partner of the City of San Diego. Together with HomeServe, SLWA is dedicated to supplying best-in-class repair plans and delivering superior customer service to consumers directly and through over 450 leading municipal, utility and association partners in North America.

Why is City of San Diego's name on this mailing?

City of San Diego is working with an independent company, Service Line Warranties of America, Inc., to inform you of your responsibility for your home's exterior service lines. Because service line repairs can be expensive, we want you to know that optional protection plans are available.

Is a customer obligated to purchase coverage from Service Line Warranties of America, Inc.?

No. It is strictly an optional, voluntary program. Your utility services will not be affected in any way if you choose not to participate in this program. You can choose to stop receiving Service Line Warranties of America, Inc. mailings by calling **1-888-445-8971**.

What is included in this coverage?

You can find coverage details on the marketing materials that were sent to you in the mail. If you have additional questions you may contact Service Line Warranties of America, Inc. toll free at **1-888-445-8971**.

What is Service Line Warranties of America, Inc.'s Cancellation Policy?

You may cancel within 30 days of your start date for a full refund; cancellations after the first 30 days of your coverage will result in a pro-rata refund less any claims paid (where applicable). Most basic homeowners' insurance policies do not cover repair or replacement of these components. If you find you have similar coverage, you can contact Service Line Warranties of America, Inc. to cancel and you will receive a refund of your service agreement fee, less any claims paid (where applicable).

How can I get more information?

Simply call Service Line Warranties of America, Inc. at **1-888-445-8971**.