

RESIDENTIAL

For Members of Residential Warranty Company, LLC

Recap

Spring 2021



“Home is where the heart is.” We have heard that description of “home” countless times in our lives. We have seen it painted on kitchen plaques and embroidered on couch pillows. It sounds like the epitome of Americana, born from sweet American sentimentality. But it is not a uniquely American thought. In fact, the author of those words, Pliny the Elder, was born in Rome nearly 2000 years ago. Centuries earlier King Solomon wrote that “the Lord blesses the home of the righteous” in Proverbs 3:33 and instructs us to “get your fields ready, and after that build your house” in Proverbs 24:27.

We consider the homes of early American patriots to be an important part of our heritage. We visit places like Mt. Vernon and Monticello to pay homage to George Washington and Thomas Jefferson. Many of us at our Pennsylvania office have wandered around

the little house in Philadelphia where Betsy Ross sewed her famous flag, and the log cabin where Abraham Lincoln read by candlelight is etched into our collective conscience.

Homes have been featured prominently in literature and in the movies those books spawned. Jay Gatsby’s mansion in *The Great Gatsby* symbolizes the grandeur and to some extent the emptiness of the Roaring Twenties. Margaret Mitchell’s Tara changes throughout *Gone with the Wind* to show how the plantation lifestyle and the southern antebellum way of life disappeared with the end of slavery, never to return again. Shirley Jackson was inspired by the Winchester Mystery House when she conjured up the scary home that was the setting for *The Haunting of Hill House*, and she created another odd home to mesmerize her readers in her wonderful novel, *We Have Always Lived in a Castle*.

Continued on page 2

RWC Announces 2020 Sales Achievement Awards

By Suzanne Palkovic, VP of Sales

Every year, we look back to the prior year and acknowledge the hard work put forth by our team of Account Executives. 2020 certainly proved to be a challenging year in oh-so-many ways. Our sales staff had to adjust to building relationships over the phone, by email and by text as opposed to sitting across a desk, face-to-face and shaking hands to seal a deal. RWC, HOME and MHWVC are very proud of our team because, in the face of adversity, they found ways to be successful and contributed in their own way to the ongoing success of our building industry. Through their efforts, more builders are protected with a valuable warranty



that helps them manage their risk and more homeowners have the “sleep tight” coverage that is desperately needed in times of uncertainty.

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RECAP

Home Sweet Home

continued from front cover

Many of us can recall as youngsters watching television shows featuring homes where the young characters grew up and thrived. The Little House on the Prairie was where good parents taught their children valuable life lessons and where Laura Ingalls proclaimed, “Home is the nicest word there is.” And most of us were touched by the love and homespun wisdom that was regularly on display in The Waltons’ poor yet idyllic home on Walton Mountain.

As inspiring, scary, or enchanting any of those homes are, however, the homes that mean the most to us are the ones where we grew up or in which we raise our families. The hundred-year-old brick house I shared with my five siblings and my parents when I was kid is such a home, and I fondly remember each nook and cranny of it. The large inside window seat at the front of the house is where we would perch to wait for our parents to come home from work or watch for the doctor’s car to pull up if one of us was sick. My grandmother gave me a fish tank one Christmas, and my parents let me put the tank on that seat where it stayed until I grew tired of keeping fish and the last one died.

There was an old closet under the steps where we kids kept our toys. I recall throwing my baseball glove in there when football season would start. By the next baseball season the glove would work its way to the back of the closet, and I would dig through basketballs, football helmets, rubber boots, and hockey sticks until I’d get to my glove. The closet was a kind of calendar, and if I was digging my glove out, it meant that spring was about to arrive.

All eight of us would pack into our kitchen for meals, and afterwards our father would show us an interesting story in the



newspaper, or an older sibling would ask about a car advertised for sale or about a job she saw in the help wanted ads. We would gather in the living room at night, our father usually laying on the floor and our mother perching nearby next to the radiator to keep warm, each of them leaving the chairs and the couch for their children to use. When my oldest brother left home, I was given his bedroom on the third floor, the first time I had my own room. My parents bought me a can of paint. I remember painting the room blue and feeling like I had arrived.

I have seen or read about many grand homes in my lifetime, but I would not trade my memories of that old house on Water Street to have lived in any of them.

Builders are uniquely positioned to influence the lives of not just their customers, but of every family who will ever live in the homes they build. There is probably no other product that affects so many people over such a long period of time. You might build a home where a future president, the first person to walk on Mars or the doctor who discovers the cure for cancer grows up. But even if you don’t, you will build homes in which children will be nurtured, where important life lessons will be taught and learned, where joy can abound, and where memories

will be created that will last multiple lifetimes. What a great business to be in and what a noble calling!

We are proud of our builders. We know how well they ply their craft, and we know they want to provide the best homes for their customers. Here at RWC, we believe the best home you can build is one that is backed by an RWC warranty. We are biased, of course, but we believe that, if you compare us to the competition, you will arrive at the same conclusion.

At RWC, we have four decades of experience offering our members a wide variety of warranty options, from the standard ten-year warranty to our Day 1 coverage warranty, from our extended appliance and system warranties to our specialty warranties for remodeling projects, and commercial construction. Only RWC has developed a customized state warranty that mirrors each state’s statute of repose and accommodates other state specific issues. Every guarantee our warranties make is backed by Western Pacific Mutual Insurance Company, RRG, an A- A.M. Best rated company that only insures home warranty and similar new home construction risks, like builders’ general liability, which can be offered through the RWC Insurance Advantage program to RWC members. No other warranty company can boast an insurer with this kind of strength that is solely dedicated to covering builders and warranting the performance of their homes.

We appreciate your business, your confidence in us, and your commitment to building great houses that generations of Americans will call home.

Have a great spring and summer!

Are You Using All of Your Tools?

Staci Cool, RWC Account Executive

Builder members with Residential Warranty Company (RWC) are an elite group. Your membership indicates that you are committed to the adherence of strict quality guidelines and that your business is financially sound. But are your homeowners aware that you are also including coverage backed by one of the strongest insurers in the nation? Do they know if tragedy hits and businesses close, that they will still be covered?

is to offer you pretty much anything you might want or need to help you stand out as a builder.

Recently, you may have seen a few emails from us containing samples of marketing materials. These emails included some of the newer, more updated, options that we offer. If you have missed any and would like to see what is available, there are a few ways we can connect:

At RWC, one thing we pride ourselves on is the quality of the marketing materials offered to you at no-cost. Our goal is to not only help you become more successful, but to also help you shine as a competitor in your industry. With all the home building choices available to a future homeowner, the difference can sometimes just boil down to a few small things. If your competition does not offer a warranty, that is an easy win. If they do, then, for example, you could offer them one of our flyers spotlighting our strength and tenure which may help push them in the right direction.



"Our goal is to not only help you become more successful, but to also help you shine as a competitor in your industry."

Partnering with RWC was a big decision for you to make and your loyalty as a member is reciprocal. As a part of this relationship, our role includes reducing your liability, providing peace of mind for your clients, and helping you grow. With that in mind, we realize that sometimes tools in your toolbox can fall to the back of the drawer and unintentionally be forgotten.

- 1) Reach out to your Account Executive (AE) and ask for help!*
- 2) Search within your Warranty Express Access – Simply click on the button for Supplies.
- 3) Review options on our website at www.rwcwarranty.com/marketing-materials

**The primary advantage of contacting your AE is that they can match you with the best available materials. If you are unsure who your rep is, please visit: www.rwcwarranty.com/about/find-your-account-executive/*

Overall, a quality marketing and advertising campaign is a make-or-break part of any strong business plan. It is a crucial part of conveying your message and appealing to your customers. By including our warranty with your homes, you are giving your buyers the gift of reassurance along with a quality home. RWC is here to help you get set up with the best marketing tools, tools designed to ensure your buyers fully understand that they are in good hands.

Get in touch today and let us get you set up for marketing success!

Part of your benefit as a member includes access to numerous, full-color, high quality, FREE marketing materials. These materials are available to you in a multitude of formats. For your online presence we can provide web ready graphics, email & social media compatible logos, proper wording to use, etc. – You name it! If you prefer more traditional, hands on materials, you can select from numerous flyers, brochures, easel signs, and decals, all ready for your use. Our goal

Share on social media ►

RWC has several web ready graphics available for you to download and post on your social media pages or website. The logo is available as well.

Choose your graphic at rwcwarranty.com. Hover over the **builders tab** and click on **download our logo**.

OUR **homes** ARE
protected
WITH A
WRITTEN & INSURED
warranty



for your peace of mind
rwcwarranty.com/homeowners

RECAP

RWC Announces 2020 Sales Achievement Awards

continued from front cover

We reward sales efforts in all the normal and routine categories you think of when you consider sales awards, so categories like most new members, most homes, etc are always in the mix. But we also acknowledge the reps that do all the other “little things”, sometimes the intangibles, that add up to a truly successful and long-term career. That type of activity makes up our **Outstanding Account Executive of the Year** award and is our most prestigious accolade. RWC has a small sales team but we are truly blessed with a group who works harder than the numbers would deem possible. They are a talented and extremely conscientious class of salespeople which makes picking the “Top Dog” for any particular year a highly difficult challenge.



For 2020, our **Outstanding Account Executive of the Year** title is bestowed upon **Staci Cool** (*pictured, left*), a 2nd time winner of this award and well deserved. Patience, tenacity, product knowledge, dependability, and willingness to work selflessly for the team are just a few of Staci’s qualities that made her the person to spotlight. Staci has been with us for 4 years covering a variety of states in the Midwest. From her accumulated knowledge of the home warranty industry to her excellent customer service, she is an invaluable asset to the many RWC members she has brought into our fold. Additionally, Staci is a regular contributor to our newsletters and we always appreciate her fresh perspective.

Our success is nothing without our team and certainly no one person makes or breaks us but together we are a force to be reckoned with in the industry. We appreciate Staci’s efforts to lead that charge. The rest of the team earning awards and recognition in 2020 are also listed here:

AWARDS AND RECOGNITIONS

OUTSTANDING ACCOUNT EXECUTIVE OF THE YEAR

STACI COOL *first place*

Freddy Pesqueira *second place*

Rich McPhee *third place*

MOST NEW APPLICATIONS

JANA WATTS *first place*

Diana Gomez *second place*

Freddy Pesqueira *third place*

MOST PROJECTED HOMES TOTAL

RICH MCPHEE *first place*

Freddy Pesqueira *second place*

Jana Watts *third place*

MOST NEW BUILDERS PROJECTING > 20 HPY

FREDDY PESQUEIRA *first place*

Tifanee McCall *second place*

Staci Cool *third place*

MOST HOMES OF BUILDERS PROJECTING > 20 HPY

RICH MCPHEE *first place*

Tifanee McCall *second place*

Freddy Pesqueira *third place*

AVERAGE SIZE BUILDER APPLICATION

RICH MCPHEE *first place*

Tifanee McCall *second place*

Lydia Toscano *third place*

BEST RETENTION RATE

TIFANEE MCCALL *first place*

Rich McPhee/Staci Cool *second place (tie)*

Jana Watts / Diana Gomez *third place (tie)*

HIGHEST APPROVAL RATE

JOHN FELBAUM *first place*

Tifanee McCall *second place*

Staci Cool *third place*

CERTIFICATES OF MERIT

MOST ENROLLED HOMES FOR KEY ESTATES AND PLATINUM ADVANTAGE

TIFANEE MCCALL *first place*

Rich McPhee *second place*

Staci Cool *third place*

MOST NEW SIGN-UPS FOR KEY ESTATES AND PLATINUM ADVANTAGE

LYDIA TOSCANO *first place*

Staci Cool *second place*

John Felbaum *third place*

MOST NEW PROJECTED HOMES FOR KEY ESTATES AND PLATINUM ADVANTAGE

LYDIA TOSCANO *first place*

John Felbaum *second place*

Tifanee McCall *third place*

Continued >



John Felbaum



Rich McPhee



Freddy Pesqueira

Congratulations to all recipients!

Special Thanks:

In addition to our salespeople, we have a support team that is simply top-notch and they deserve our thanks for a job well done.

- Jody Lehman, Assistant Sales Manager
- Agnes Brennan, Retention Liaison
- Ann Cooper, Administrative Assistant
- Susan Duncan, Texas Support

While the salespeople in the field generally are the ones that gain the recognition, the people behind the scenes are extremely important to provide the support needed to get the job done. So my sincerest thanks go out to Jody, Ann, Agy, and Susan for the work they do on our behalf. We simply couldn't do the job without you!

Congratulations to the entire Sales Team and we look forward to an incredible 2021!



Tifanee McCall



Jana Watts

It's a Girl!

Congratulations to our very own RWC Account Executive, Rich McPhee and his wife, Ingrid, on the birth of their baby girl, Finley, on October 21, 2020.



Warranty Payment and Confirmation Reminder

How to pay for the warranty.

To expedite the processing of your warranties, you can elect to pay for the warranty online. There is no need to mail the signed *Application for Warranty* forms, as you may simply email it to Warranty. Express@rwcwarranty.com. And as a bonus, by paying online, the \$6.95 service fee is waived.

If you choose not to pay online, a copy of the signed form and payment should be mailed to RWC within 10 business days of closing.

The homeowner should confirm the warranty online.

Please remind your homeowner's to obtain their warranty documents at **confirm.RWCWarranty.com** 60 days **after** closing, not before. (Remember, they should NOT type in "www" in that web address.)

From there they will be able to view, download or email the PDFs of the warranty documents.

If you provide RWC with the homeowner's email address on the *Application for Warranty* form, we will automatically notify the homeowners when their warranty is available to obtain.

RECAP



We Invite You To Get A Refresher On The RWC Warranty Program

Has it been a while since you looked at what's available to you in terms of Marketing Materials from RWC?

Are you a little unclear about the resources available for your homeowners on our website?

Then let's get you up to speed.

How to Get a Free Sample Packet of Marketing Materials

Simply send an email to **Sales@RWCWarranty.com** with "**send me FREE samples**" in the subject line. Include your mailing address and a contact name and we will send you an updated sample of our most commonly used items. We'll also include the most current warranty book used by your company to ensure you have up-to-date stock on your shelf.

How To Order Individual Marketing Supplies

Online: Order through *Warranty Express* at www.rwcwarranty.com

By Phone: 800-247-1812, x2459

By Email: info@rwcwarranty.com

Online Resources for Homeowners

Value of an RWC Warranty www.rwcwarranty.com/homeowners/building-a-new-home/

Our Top 10 Reasons to Choose RWC www.rwcwarranty.com/homeowners/top-10-reasons/

What Membership Means www.rwcwarranty.com/homeowners/what-does-rwc-membership-mean-to-me/

Tips on Choosing a Builder www.rwcwarranty.com/homeowners/tips-for-choosing-a-builder/

The Difference Between a Structural and an Extended Warranty
www.rwcwarranty.com/homeowners/structural-warranties-vs-extended-warranties/

How Does Their Warranty Work www.rwcwarranty.com/how-does-my-warranty-work/

Seasonal Checklists www.rwcwarranty.com/homeowners/#checklists

There's more! Ask us for the complete list.

WWW.



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Below is a sampling of our various Marketing Materials - all totally FREE to Members!

We do our best to keep our materials up to date and looking fresh for you & your buyers. If you aren't sure about what we have to offer, there's no better time to get an update! Let us know what you need.

Sample Warranty Books

RWC offers a variety of warranty programs, each with its own sample warranty book. These samples allow buyers to review the warranty provided on their new home.



Consumer Brochures

These items offer a brief overview of the warranty and the benefits. (Form # 537, 580, 594 and 5507)



Easel Sign

This 9"x12" free-standing sign was designed for use in models or sales offices. It explains the benefits of buying a home from an RWC builder to your potential new home buyers. (Form #510)



Brochure Holder

This 9"x12" free-standing item is a great way to display RWC consumer brochures in your model home or sales offices. (Form #547)

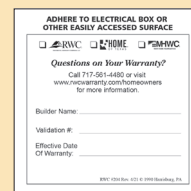
Small Vertical Easel

Measuring 5.25"x8.5", this small vertical easel is great for areas with limited table space in offices or model homes. (Form #509)



Static Cling Decal

This decal measures 5"x7" and can be easily affixed to the windows of your model homes and sales offices. (Form #533)

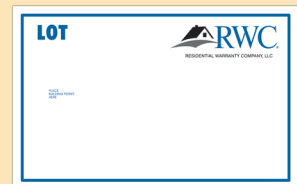


Electrical Box Sticker

Make it easy for your homeowners to find their warranty validation #. Affix this sticker to their electrical box or any other easily accessed surface during your final walk-through inspection. (Form #204)

Tent Signs

These two-sided, free-standing signs can be displayed on counter tops, fireplace mantels, tables and other flat surfaces. Two designs to choose from. (Form #536 & #420)



Lot Sign

This 12"x18" outdoor sign is ideal for models and sales offices. Space for you to add your lot identification is also available. (Form #503)

Rider Sign

The 18"x6" sign attaches to a framed sign or can stand alone. (Form #565)



Important Documents Folder

This pocket folder makes it easy for you to keep your paperwork together. Simply hand the filled folder to your homeowners at closing. (Form # 514)



RECAP

What's New in Your Warranty Book



We make a conscientious effort to keep our warranty books as up to date as possible. For some books, changes are made only every other year while others can be revised more frequently. Sometimes the changes are substantial and we make sure that we make a “big splash” notification. Others are more routine and aren’t quite as impactful.

The changes made in the most recent editions (*noted in red below*) are tweaks for clarity to two warranty standards:

Section Name: Warranty Standards – Year 1 Coverage Only

Subsection Name: Exterior

Observation: Excessive drafts & leaks.

Comments: Relative to the quality and type of windows, drafts are sometimes noticeable around windows, especially during high winds. *It may be necessary for the Owner to have storm windows installed to provide a satisfactory solution in high wind areas.* All caulking materials expand and contract due to temperature variation and dissimilar materials. Maintenance of weather-stripping is Owner's responsibility

and

Section Name: Warranty Standards – Year 1 Coverage Only

Subsection Name: Interior

Observation: Cuts and gouges in any *resilient* floor covering.

Book revisions which include the changes mentioned and therefore have a 12/20 revision date or later:

- Day One Coverage MSD Warranty, Form #310 (sample version is 310S)
- Day One Coverage DSE Warranty, Form #312 (sample version is 312S)
- Remodeler Warranty, Form #405 (sample version is 406)
- Indiana Remodeler Warranty, Form #435 (sample version is 435S)
- Minnesota Remodeler Warranty, Form #445 (sample version is 445S)
- Manufacturers Full Coverage Warranty, Form #343 (sample version is 343S)
- Manufacturers Commercial Warranty, Form #387 (sample version is 387S)
- Commercial Warranty, Form #327 (sample version is 327S)
- Conversion Warranty, Form #417 (sample version is 417S)

Standard warranties that have yet to be updated in 2021 include:

- Standard MSD Warranty Form #319 (sample version is 320)
- Standard DSE Warranty Form #389 (sample version is 390)
- New Castle County, DE Warranty Form #393 (sample version is 393S)

Under our exclusive Customized State Warranty (CSW) program (*the plan that mentions your specific state right on the front cover*) the vast majority of these books have been updated. If the book you are using has a revision date of 1/21 or later, the changes noted here are included.



CSW state books still remaining to be updated in 2021 include: AL, AR, AZ, FL, IL, MD, OK, and WA.

If you still have copies of previous 2019 sample books, feel free to continue to use them. The book provided at closing or on our portal as applicable, will be the current edition.

If you are running out of books, there are several ways to reorder:

Telephone: 800-247-1812, Ext 2459

Email: info@rwcwarranty.com

Warranty Express: Login to reorder supplies

If you have any questions on the changes that were made, please contact your Account Executive.

What If?

Doug Davis, RWC Insurance Advantage

Ever REALLY wonder why you buy insurance? Many states require you to carry General Liability to maintain a license. Other entities require proof of insurance before you begin any project. The list of those requiring proof of “liability” insurance is long. If you think about it, all that money just to satisfy these demands is frustrating. On top of that there are builders who have been in business for decades who have never had a “third party” claim. So, what is the real value of General Liability insurance?

Think of it as insurance against “WHAT IFS.” What if a prospect for a home visits your office and trips and falls over a loose rug, fracturing her wrist? What if a subcontractor fails to install flashing around some windows and the home owner sues you for the resulting water damage years later? What if the person you hired to manage your website posts damaging information about your main competitor and you’re sued for libel? What if a guest at your BYOB holiday party has too much to drink and causes a serious accident on the way home?



If you’re thinking the list of “what ifs” could go on indefinitely, you’re beginning to see just how “general” general liability can be. At the risk of oversimplifying, when it comes to general liability insurance, unless it’s excluded, it’s covered.*

Most people think “sure those things can and do happen, but what are the odds they’ll happen to me?” That’s a reasonable question, but it doesn’t take proper account of the facts. The US Bureau of Labor Statistics and the Centers for Disease Control report the following facts about the most common type of claim:

- 16% of all injuries across all industries are the result of slips, trips and falls.
- 700 fatalities occur each year due to slips, trips and falls.
- \$30,000 is the average cost of a slip, trip or fall accident.
- Snow, ice, rain, spills, loose mats, rugs and stepladders are the most common causes of these accidents

“What if” scenarios are endless. Here are two more that everyone should consider: (A) What if you are sued in a liability claim? Do you know what your policy covers? (B) What if your limits aren’t adequate to protect your assets? Can your business survive?

Call us today at 866-454-2155 to discuss your coverage needs. You can also contact us at www.rwcinsuranceadvantage.com/contact-us/

Stay safe!

(*Not all “what ifs” mentioned in this article would necessarily be covered. Please read your policy carefully to know what coverage you have.)



WPMIC
Annual Meeting

THURSDAY,
JUNE 3, 2021
8:15 A.M.

Meeting held at:
Residential Warranty Company, LLC
5300 Derry Street
Harrisburg, PA 17111

We Love Hearing From You

The team at RWC/MHWC aims to serve and is always glad to hear that our builders and homeowners are happy. We appreciate the feedback and thought we'd share...

Jody,

Thanks again for all your help and understanding through this process. We're doing our best to maintain a calm demeanor trusting things will be resolved to everyone's satisfaction in the end. Really appreciate our conversation the other day as well. Appears you have a good grasp and are empathetic to our needs.

If you only have
HALF
OF AN UMBRELLA
during a downpour,
you're gonna get soaked.



Uncomfortable if it's just you. But if the same thing happens to your business, it's devastating.

ADEQUATE COVERAGE for a new home builder or remodeler means having two things in place:

- ▷ Insured Written Home Warranty
- ▷ General Liability Insurance

NEW HOME WARRANTIES provide coverage for a wide range of defects in the house: workmanship and materials, mechanical systems and of course, the big ticket item – major structural defects.

GENERAL LIABILITY INSURANCE provides coverage for claims caused by your business involving bodily injury or property damage, advertising injury, etc.

Basically, a warranty covers workmanship issues while general liability covers damage to property and/or injury to people caused by such workmanship issues.

Since RWC and RWC Insurance Advantage are affiliated, there are no gray areas as to who is responsible to cover what. You and your company benefit from a full – not a half – umbrella and we sort out the details on our end!

Insurance Benefits of **RWC Insurance Advantage**

- Options to meet your specific needs: Builder's Risk, Contractor's Equipment, Excess & Umbrella options and more!*
- Flexibility of limits / Competitive pricing.
- Qualify for up to a 25% DISCOUNT OFF your GL Insurance quote if you have a Safety Program.

*Not available in all states.

For more info call 866-454-2155 or email sales@rwcinsuranceadvantage.com

At RWC, we provide access to you for BOTH types of coverage all under ONE umbrella.

DIRECTORY

NOT SURE WHO TO CONTACT?

Give us a call - We'll do our best to help! First and foremost, know that your Account Executive is ready, willing and able to help you with all of your warranty and insurance needs. Contact them directly and let them do the legwork for you.

Who is my Account Executive?

Staci Cool

IA, IL, IN, KS, KY, MI, ND, OH, WI
269-751-9392
staci.cool@rwcwarranty.com

John Felbaum

CA (Northern), ID, MT, OR, WA
702-340-7233
john.felbaum@rwcwarranty.com

Diana Gomez

AR, LA, NM, OK, TX
512-585-1909
diana.gomez@homeoftexas.com

Tifanee McCall

All Manufacturers & MHWC Builder/Dealers
800-247-1812 x2132
tifanee.mccall@mhwconline.com

Rich McPhee

DE, MD, MN, MO, NE, SD, VA, WV, New England, PA (Central & Western), & Washington DC
301-676-0780
rich.mcphee@rwcwarranty.com

Freddy Pesqueira

AL, FL, GA, MS, TN
678-276-6013
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Fred Taylor

NC, SC
336-251-9588
fred.taylor@rwcwarranty.com

Lydia Toscano

AZ, CA (Southern), NV, UT, WY
702-672-3814
lydia.toscano@rwcwarranty.com

Jana Watts

NJ, NY, PA (Eastern)
908-500-1134
jana.watts@rwcwarranty.com

Questions on the RWC Insurance Advantage Program?

866-454-2155

General Liability • Builders Risk • Bonds • Workers Comp • Contractors Equipment

Quotes & Underwriting:

Roberta, x2272
roberta.woodhall@theparmergroup.com

Claims:

Laura, x2278
laura.current@iadclaims.com

Certificates:

Go to www.rwcinsuranceadvantage.com
Click on the Products tab, then Request Certificate

Loss Runs & Other Questions:

info@rwcinsuranceadvantage.com

Questions on the Warranty Program?

800-247-1812

DEPT. OF MEMBER SERVICES:

Membership/New Application Status & Renewal Questions:

Donna, x2148
donna.foose@rwcwarranty.com

Enrollments: RWC and Building Systems (RWC & MHWC):

Dana, x2212
dana.myers@rwcwarranty.com

RWC & HOME, RSW, Remodeling & Garages, Warranty Express:

Sandra, x2107
sandra.sweigert@rwcwarranty.com

HOME of Texas:

Ron, x2178
ron.sweigert@rwcwarranty.com

ACCOUNTING:

Invoicing:

Shirley, x2173
shirley.poligone@rwcwarranty.com

Incentive:

Scott, x2102
scott.longer@rwcwarranty.com

WARRANTY RESOLUTION:

Diane, x2144
diane.naguski@rwcwarranty.com

KEY ESTATES WARRANTY:

Michelle, x2215
michelle.kruse@keyestateswarranty.com

MARKETING:

FREE Marketing Materials:

Victoria, x2459
victoria.sontheimer@rwcwarranty.com

Logos for Websites:

Ron, x2169
ron.bostdorf@rwcwarranty.com



RESIDENTIAL WARRANTY COMPANY, LLC

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Harrisburg, PA 17111

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**Thank you for allowing us
to serve you for 40 years!**



**We miss seeing our builders!
Stop by and say hi at these events.**

- **Sunbelt Builders Show** July 13 - 16, 2021 Dallas, TX
- **Southeast Building Conference** July 15 - 16, 2021 Kissimmee, FL
- **21st Century Expo** September 21 - 23, 2021 Charlotte, NC
- **PCBC** October 6 - 7, 2021 San Francisco, CA
- **Atlantic Builders Convention** October 11 - 13, 2021 Atlantic City, NJ
- **GHBA Product Expo** October 21, 2021 Houston, TX
- **2021 Realtors Conference & Expo** Nov. 12 - 14, 2021 San Diego, CA

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