

# Case Study for a Paid Roof Claim

**\$1,938.78. Claim Paid to Homeowner in Sioux Falls, SD in 2019**

## Situation

A certified home inspector was hired to do an inspection in Sioux Falls, SD in April, 2019. The inspector noted the home was in a satisfactory condition and everything was working as necessary at the time of the inspection. However, once the homeowners moved into their home, they discovered some issues with their roof. More specifically, there was a significant split in the roof rafter of the attic. The homeowners hired a contractor to provide estimates for the repair work.

Since the home inspector had purchased a limited home inspection warranty from American Home Warranty Company (eWarranty - \$13.95), the homeowners were able to file a claim immediately. They sent their claim within 90 days to American Home Warranty Company for review. The claim was then processed quickly and efficiently.



## Resolution

Upon review, it was determined that the claim was valid. The issue needed to be handled immediately, and was not mentioned in the report.

Under the home warranty clause for structural claims, American Home Warranty paid the full cost of one of their estimates, totalling \$1,938.78 for the repair to the damaged rafters in the attic. AHW sent a check directly to the homeowners and the situation was resolved.

During this process, the inspector was copied on all correspondence. He was updated as the claim was processed and finalized, as were the homeowners. By purchasing the AHC 90-Day Limited Warranty (eWarranty) for just \$13.95, the inspector saved a lot of his time and money. He didn't have to do any work associated with the claim such as investigating the cause of failure - AHW's claims department managed everything including review of all documentation, conclusion based on the facts, and final payment for the owners.

Inspectors around the country (46 states) continue to rely on American Home Warranty policies to give themselves and their clients much needed peace of mind.



American Home Warranty Company