

Who is Service Line Warranties of America and why are they sending me letters?

Service Line Warranties of America (SLWA) is a Better Business Bureau Accredited Business with an A+ rating. Partnering with communities across the United States, SLWA works in conjunction with city officials to bring the National League of Cities Service Line Warranty Program to communities to help address external water and sewer line and in-home plumbing failures for homeowners.

If you have recently received an SLWA mailing, it's because your city officials care about the burden of the high cost and hassle of utility line failures for residents. Repairs to a broken or leaking water or sewer line could cost a homeowner hundreds to upwards of \$3,500 and the average in-home plumbing repair can cost \$350 or more.

SLWA is not like other warranty providers – we are the only company that does not mail to consumers without the city's permission, but operates through a partnership with the city. There is no fee for the city to introduce the program to the community and homeowner participation is completely optional and voluntary.

SLWA has maintained a 95+% service satisfaction rating and approves more than 97% of all submitted claims. Our company is proud of our reputation to deliver peace of mind to homeowners across the United States. Additionally, the company was selected as the 2013 Winner of the Western Pennsylvania Better Business Bureau Torch Award for Marketplace Ethics.

If you still have questions about SLWA, our terms and conditions or the partnership with your city, please contact us at the toll-free number on your letter or 1-866-922-9006 or emailservice@slwofa.com. For more information, visit www.slwofa.com.